



CITY OF BALLARAT

# Public Toilet Strategy





The City of Ballarat acknowledges the Traditional Owners of the land we live and work on, the Wadawurrung and Dja Dja Wurrung People, and recognises their continuing connection to the land and waterways.

We pay our respects to their Elders past, present and emerging and extend this to all Aboriginal and Torres Strait Islander Peoples.



## Mayor's message

Public toilets are a basic human need and are essential to our community infrastructure.

Public toilets contribute to the health, wellbeing and inclusion of residents, workers and visitors to the municipality.

The Public Toilet Strategy will guide the future provision of public toilets across the municipality to ensure they are clean, safe and well-designed for all.

The Strategy provides a detailed analysis of existing toilet facilities, including location, levels of use, access and signage, safety, overall condition, management and maintenance regimes.

It also identifies and responds to future public toilet facility needs for open space, recreation and community use for residents and visitors.

The Public Toilet Strategy considers the availability of public toilets to support our diverse community, including but not limited to families with children, older people, people with disability and people from LGBTIQ+ communities.

The strategy will replace the existing Public Toilet Planning Framework 2015 and Draft Public Toilet Plan 2021.

It aligns with the City of Ballarat Council Plan 2021-2025 Goal 4 - 'A city that conserves and enhances our natural and built assets'.

We look forward to implementing the Public Toilet Strategy and achieving outcomes that will ensure our entire community has access to facilities that are high quality, accessible, safe and inclusive for all.



**Cr Des Hudson**

Mayor, City of Ballarat

# Executive summary

Public toilets are essential community assets which contribute to the health, wellbeing and inclusion of residents, workers and visitors to the Ballarat municipality.

The City of Ballarat is a key provider of public toilets across the municipality which are free to use and located in public spaces. While there is no statutory or legislative requirement for local governments to provide public toilet facilities, the City of Ballarat is committed to supporting positive health and wellbeing outcomes for all.

There are currently 55 public toilets across the Ballarat municipality and over the past 10 years, the City of Ballarat has been progressively upgrading existing public toilets to ensure that facilities are accessible, safe and inclusive for everyone.

The Ballarat Public Toilet Strategy will help to guide the future provision of public toilets across the municipality over the next 10 years, to ensure they are clean, safe and well-designed for all. The Strategy establishes the following vision:

***The City of Ballarat will provide high quality, inclusive and accessible public toilets that are safe, clean and cater to diverse community needs.***

The development of this Strategy and the recommendations within it, have been informed by an extensive program of stakeholder and community consultation, involving feedback from more than 500 people across the Ballarat municipality.

This Strategy makes 68 recommendations to improve the existing and future network of public toilets across the Ballarat municipality. These recommendations relate to:

- the location and distribution of toilets;
- improving the design of public toilets;
- making public toilets more accessible and inclusive for everyone; and
- maintenance, cleaning and management of public toilets.

In addition to these recommendations a 10-year capital works plan has been developed which sets out a program of upgrades, refurbishments and

renewals. These actions are guided by the following principles:

- The City of Ballarat will provide a comprehensive and well-connected network of high-quality public toilets across the municipality.
- Public toilets will be well-sited, easy to find and located within a comfortable walking distance from key destinations.
- The design of public toilets will be functional, attractive, and responsive to the local context and community need.
- Universal and inclusive design principles will apply to all future upgrades and provision of new public toilet facilities.
- Public toilets will be maintained to a high standard of cleanliness to support community safety, health and wellbeing.
- A proactive approach to the management of public toilets will be adopted across the City of Ballarat.

The Ballarat Public Toilet Strategy is structured in two components, outlined in the diagram below.



Components of this Strategy

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# Changing places toilet in Victoria Park



## Document Control

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# Introduction

Public toilets are a basic human need. They are essential community assets which contribute to the health, wellbeing and inclusion of residents, workers and visitors to the Ballarat municipality.

The Ballarat Public Toilet Strategy will help to guide the future provision of public toilets across the municipality to ensure they are clean, safe and well-designed for all.



## **Vision for public toilets:**

The City of Ballarat will provide high quality, inclusive and accessible public toilets that are safe, clean and cater to diverse community needs.

## What is a public toilet Strategy?

Public toilets can simply be considered as toilets that are outside of the home. There are many providers of toilets that are available for use by the public. This Strategy guides the provision of City of Ballarat provided toilet facilities with regard to location, design, and management.

The Public Toilet Strategy (the Strategy) will help the City of Ballarat prioritise future upgrades and improvements to existing public toilets as well as identify locations for new facilities.

The objectives of the Strategy are to:

- establish a vision to provide high quality, inclusive and accessible public toilets that are safe, clean and cater for the needs of all residents, workers and visitors to the City of Ballarat;
- clarify the City of Ballarat's role in the provision of public toilets;
- provide guidance for the design, location and fit out of public toilets;
- set out a strategic framework to guide planning for upgrades, installations and recommendations for changes to existing facilities; and
- identify opportunities for improving operational efficiencies.

This document should be read in conjunction with the **Public Toilet Toolkit** which provides:

- 10-year capital works plan;
- list of strategic and operational actions;
- service and typology guide; and
- decision-making frameworks to assess the need for upgrades or provision of new public toilets.

The recommendations contained within this Strategy are also listed in the **Public Toilet Toolkit**.

### What is a public toilet?

#### City of Ballarat's role in planning for public toilets

The City of Ballarat is a key provider of public toilets across the municipality which are free to use and located in public spaces. While there is no statutory or legislative requirement for local governments to provide public toilet facilities, the City of Ballarat is committed to supporting positive health and wellbeing outcomes for all.

This Strategy guides the provision of public toilets that are owned and managed by the City of Ballarat. Generally these facilities are free standing public toilets located in shopping areas, public parks and reserves.

There are many other public toilet facilities located within other City of Ballarat owned and managed buildings, for example libraries, recreation centres and community hubs, known as 'public amenities'. Generally the planning and provision of these facilities is regulated by other legislative requirements and building codes.

The City of Ballarat is not the only provider of toilets for public usage. There are also many toilets provided by privately owned operators for example in shopping centres, cafés, restaurants, and at petrol stations. The usage of these facilities is not typically without a transaction (e.g. buying a coffee) and therefore they are not considered fully accessible public toilets for everyone to use. Furthermore, the provision of the facilities in these buildings is also regulated by other statutory requirements and therefore fall outside the scope of this Strategy.



Public toilet at Alfred Deakin Place



## Why plan for public toilets?

Developing a public toilet Strategy is a multi-disciplinary exercise, involving input from operations and maintenance staff, urban planners, designers, community development practitioners, accessibility and inclusion experts, and the wider Ballarat community.

Historically, planning for public toilets has not been prioritised, often resulting in facilities that are poorly designed and located, not accessible, and do not meet community needs or expectations. These facilities can often attract anti-social behaviour, which excludes many from using the facilities and can deter future usage. Poorly maintained public toilets can also create negative stigmas and perceptions within the community.

There are currently 55 public toilets across the Ballarat municipality (see **Map 1**) and over the past 10 years, the City of Ballarat has been progressively upgrading existing public toilets to ensure that facilities are accessible, safe and inclusive for everyone. Installing and upgrading toilets is an expensive process and therefore must

be carefully coordinated, budgeted and planned for. The 2023 Strategy will consider broader opportunities to improve and expand the network of public toilet facilities across the municipality, drawing on feedback from the community, best practice and latest innovations.

As the Ballarat municipality grows over the coming decade, community needs and preferences will evolve over time. It is important that the City of Ballarat has a clear framework to guide decision making processes to ensure that planning for public toilets is strategic and equitable.

The City of Ballarat is Victoria's third largest city with a population of 113,763, as of 2021. Since 2016, there has been an increase of 12,077 people, representing an 11.8 per cent population growth over the past 5 years.

As the population grows and the requirement for more public toilets is needed over time, there are also opportunities to improve the quality and design of facilities. This includes improving the standard of existing toilets and ensuring that facilities reflect the needs of diverse user groups.

### Who are we planning for?

**2021**

CURRENT POPULATION

**113,763**

**+26.7%**

**2036**

PROJECTED POPULATION

**144,108**

### Our community today

**11.3% of residents**

Born overseas

**16.6%**

Living with disability

**9.6%**

Identify as LGBTIQA+

**7%** (76 different languages spoken in Ballarat)

Household speaks another language other than English at home

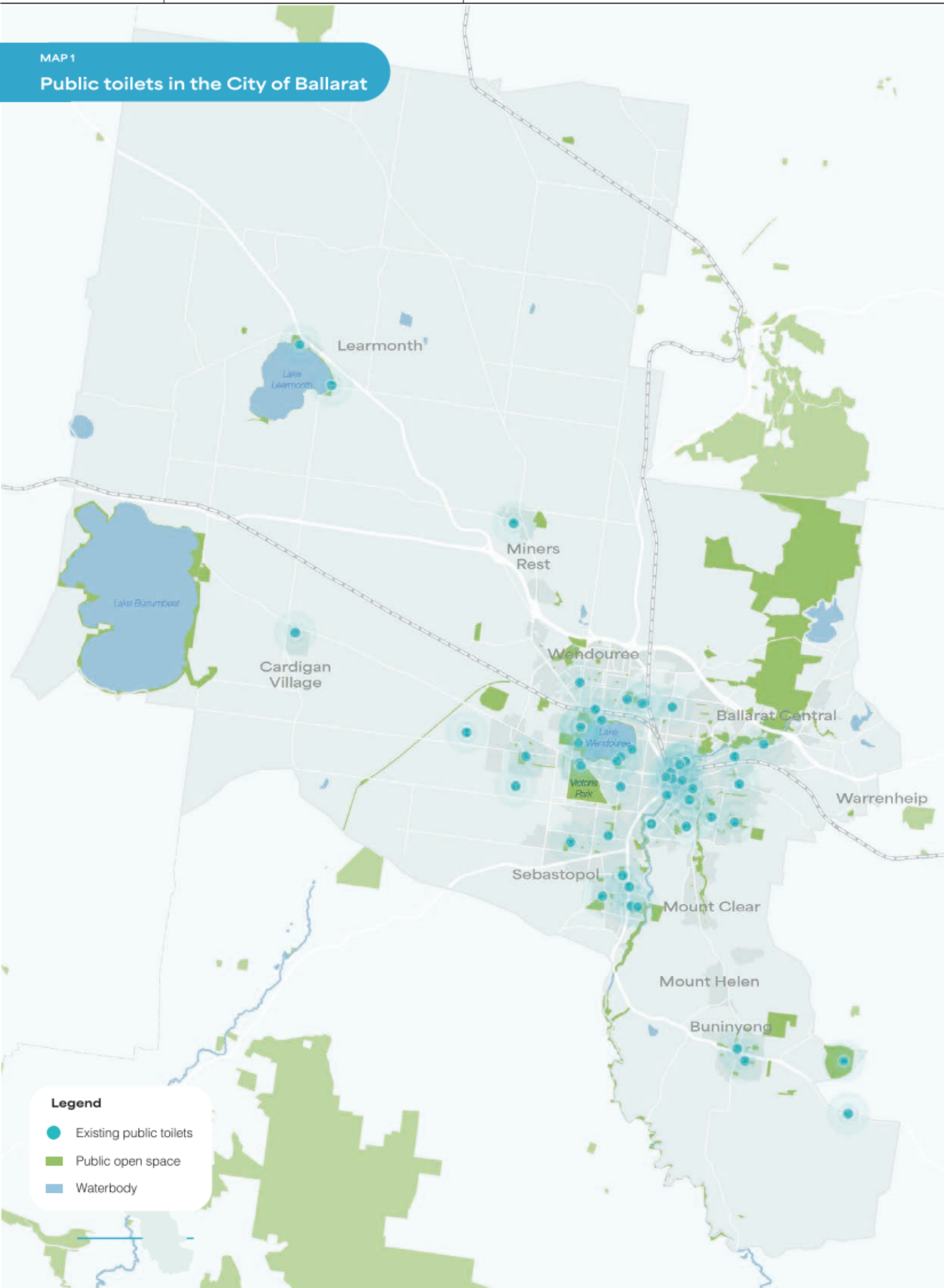
**22.6% under 17**

**24% aged +60yo**

2023 expects to see increase in ageing population and families with dependent children

MAP 1

Public toilets in the City of Ballarat



Legend

- Existing public toilets
- Public open space
- Waterbody

## What has informed this Strategy?

### Background review and analysis

A thorough background review of City of Ballarat's existing public toilet facilities was undertaken to identify provisional gaps in the network and issues and opportunities related to existing public toilet facilities. It also identified key topics to explore as part of the development of this Strategy.

### Community consultation

Two comprehensive rounds of community engagement were undertaken to gather feedback about community preferences with regards to public toilets across the Ballarat municipality. More than 380 individual surveys were completed across the course of the consultation period.

The findings of this engagement have been considered in developing this Strategy. A full detailed summary of 'what we've heard' is provided in the **Engagement Summary Report**.

### Stakeholder engagement

Targeted stakeholder engagement was undertaken with key advisory groups and local organisations. This engagement focused on specific user groups and demographic cohorts who rely on public toilets for their daily participation in public spaces.

### Internal engagement

A range of workshops, meetings and presentations have been held with City of Ballarat Councillors, staff and the project team throughout the development of this Strategy.

### Best practice

This Strategy draws on a range of best-practice and leading innovations with regard to public toilet planning, design and management. Included in this document are a series of case studies, which provide examples of different approaches and considerations for the planning and design of public toilets.

### Project method

#### Background Review

February 2023



#### Community and stakeholder engagement - round 1

April 2023



#### Draft Public Toilet Strategy

June 2023



#### Community and stakeholder engagement - round 2

August 2023



#### Final Public Toilet Strategy

November 2023

## Policy context

There are a range of City of Ballarat strategies and plans which are relevant to planning for public toilets. A summary table of key strategies and how they relate to the four key themes of this Strategy is provided below.

In developing the 2023 Strategy, the actions,

recommendations and priorities of each of these plans, as they relate to public toilet planning has been considered.

For a summary of relevant plans, please refer to the **Ballarat Public Toilet Strategy Background Report (2023)**.

|  | Location | Design | Access and Inclusion | Management |
|--|----------|--------|----------------------|------------|
| Active Ballarat Strategy (2019)                  | ●        |        |                      |            |
| Activity Centres Strategy (2012)                 | ●        | ●      |                      |            |
| Ageing Well in Ballarat Strategy 2022–2026       |          | ●      | ●                    |            |
| Community Infrastructure Plan 2022 - 2037        | ●        |        | ●                    | ●          |
| Community Vision 2021 - 2031                     | ●        |        | ●                    |            |
| Council Plan 20221- 2025                         |          |        | ●                    | ●          |
| Disability Access and Inclusion Plan 2022 - 2026 |          | ●      | ●                    | ●          |
| Health and Wellbeing Plan 2021 - 2031            |          |        | ●                    |            |
| Inclusion Framework 2022 - 2026                  |          | ●      | ●                    | ●          |
| Intercultural Plan 2022 - 2026                   |          | ●      | ●                    |            |
| LGBTIQA+ Inclusion Plan 2022 - 2026              |          |        | ●                    | ●          |
| Playspace Planning Framework 2017                | ●        |        |                      | ●          |
| Municipal Early Years Plan 2022-2026             |          |        | ●                    | ●          |
| Open Space Strategy (2008)                       | ●        |        |                      |            |
| Youth Strategy 2022-2026                         |          |        | ●                    |            |
| Other Masterplans and place-based strategies     | ●        |        |                      | ●          |

## Ballarat Public Toilet Framework 2015

The 2015 Public Toilet Planning Framework aims to guide decision making and implementation of actions to maintain and upgrade public toilet infrastructure across the municipality.

It assesses the location and condition of public toilet infrastructure across the Ballarat municipality and establishes a five-year action plan which sets out a range of priorities to upgrade, demolish and install new public toilet facilities. It also evaluates the City of Ballarat's provision of facilities against other regional municipalities, to determine how Ballarat's public toilet provision compares with other local government areas.

The Framework notes that historically, there had been an unplanned approach to public toilet provision within the municipality. The City of Ballarat had either installed or inherited facilities with no minimum standards for service provision.

The 2015 Framework undertook a thorough audit of existing public toilet facilities and their condition, as well as a spatial analysis to assess overall supply. It provides detailed guidance on best practice public toilet design principles, with a focus on enhancing safety, accessibility, and ease of use for people with diverse needs. An extensive program of community engagement was also undertaken to inform the key priorities of the Framework.

In 2021 a Draft Public Toilet Plan was prepared by The City of Ballarat, which builds on work undertaken as part of the 2015 Framework. Similarly, this Draft Plan provides an overview of the existing public toilet facility provision across the Ballarat municipality, as well as design guidelines and principles for future planning. Key issues relating to accessibility, gender, and legibility are emphasised in this document. This Draft 2021 Plan was not progressed and there is now a need to update the 2015 Framework with a contemporary Public Toilet Strategy (this document).

## Background Report 2023

Prior to the development of this Strategy, a comprehensive Background Review Report was prepared (CoFutures, 2023) to assess the existing provision of public toilets across the Ballarat municipality.

The report evaluated:

- the Ballarat municipality's demographic context including community profiles and snapshots;
- the 2015 Framework and Draft 2021 Plan;
- the design and typology of public toilets;
- the level of accessibility of public toilets across the Ballarat municipality;
- best practice case studies; and
- key considerations for the 2023 Strategy (this document).

Many of the recommendations and strategies outlined in this document build upon findings from the **Ballarat Public Toilet Strategy Background Report (2023)**.

## Developing the Strategy

This document is structured in four sections, each representing a key theme related to the planning and provision of public toilets:

- Location and distribution.
- Public toilet design.
- Public toilets for everyone.
- Management and maintenance.

When assessing the provision of public toilets across the Ballarat municipality, there are no Australian industry guidelines or frameworks to guide the provision and planning of public toilets in public spaces. The closest relevant comparison can be drawn from social planning assessment methodologies that use a range of geographic and demographic criteria to determine the type, quantum, size, and location of social infrastructure.

This Strategy adopts both a quantitative and qualitative approach to assessing the spatial distribution and adequacy of the existing public toilet network across the Ballarat municipality.

A spatial analysis of the public toilet network is provided in **Chapter 2** across the following locations in the Ballarat municipality:

- Central Ballarat and surrounds (focusing on activity centres and built up areas).
- Lake Wendouree.
- Little Bridge Street / Bridge Mall.
- Regional Ballarat.

In addition to these key locations, a place-based analysis has been undertaken to look at the distribution and location of public toilets in the context of:

- Parks and open spaces
- Sporting reserves
- Playgrounds
- Community infrastructure
- Residential growth areas

Throughout this Strategy, feedback from Phase 1 and Phase 2 community consultation has also been included. For a full summary of community consultation feedback, please refer to the **Phase 1 and Phase 2 Engagement Summary Reports** (CoFutures, 2023).

## Engagement facts and figures

Two phases of community consultation to inform this Strategy were held in April and August, 2023. A summary of key facts and levels of engagement from this phase of engagement is provided below.

### Total engagement reach

2,000+

Phase 1

1,250+

Phase 2

### Pieces of unique feedback received

648

Phase 1

102

Phase 2

### Survey responses

334

Phase 1

50

Phase 2

### Facts and figures



65  
Days of  
consultation



145  
Map  
comments



27  
Written  
submissions



155  
Information  
session  
attendees



30+  
Stakeholder  
meeting  
attendees



2,500  
Website visits



# Location and distribution

There are 55 public toilets distributed across by the City of Ballarat. This chapter analyses the existing public toilet provision across the municipality's parks, reserves and commercial areas.

## **Guiding principle:**

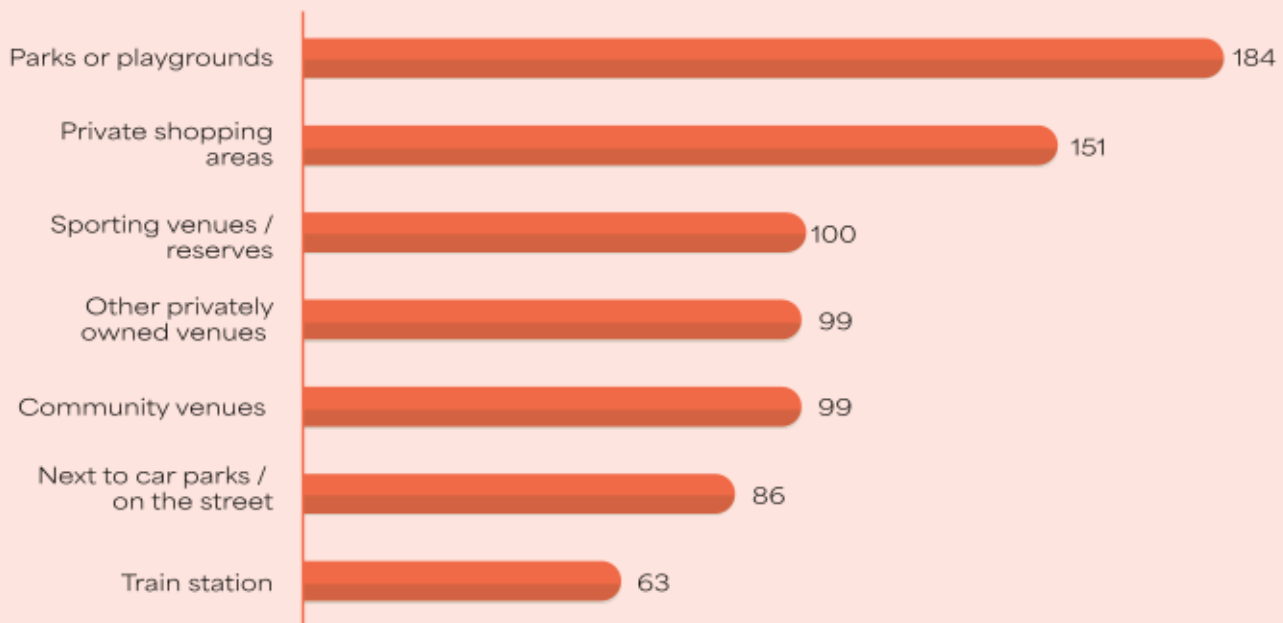
The City of Ballarat will provide a comprehensive and well-connected network of high-quality public toilets across the municipality.

## **Guiding principle:**

Public toilets will be well-sited, easy to find and located within a comfortable walking distance from key destinations.

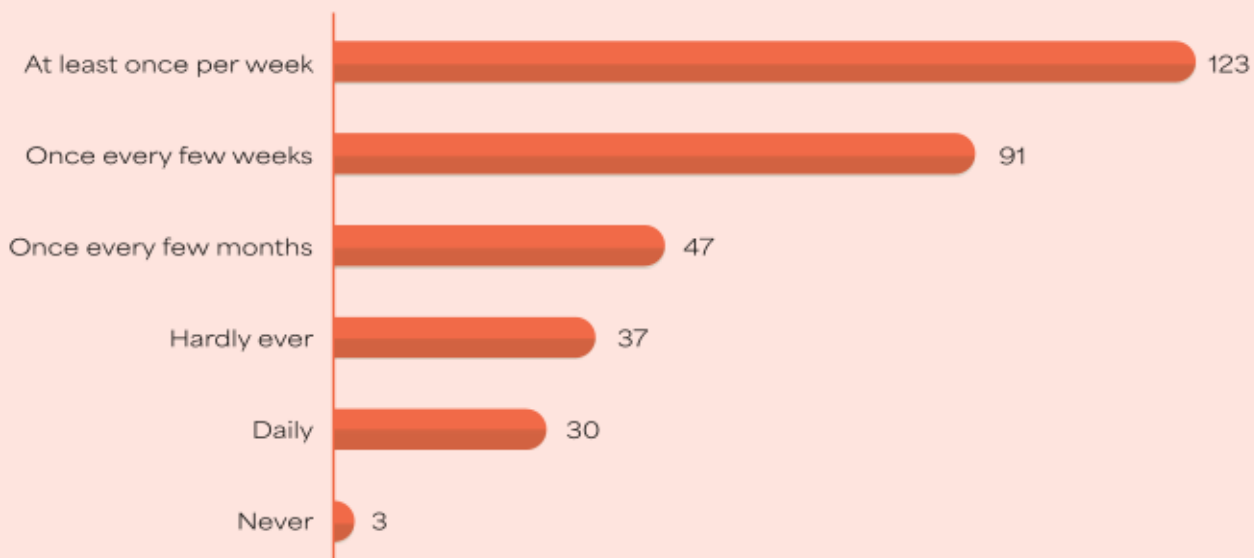
## What the community told us

### Where people prefer to use public toilets



Total no. of selections = 782

### How often do you use a public toilet?



Total no. of responses = 331



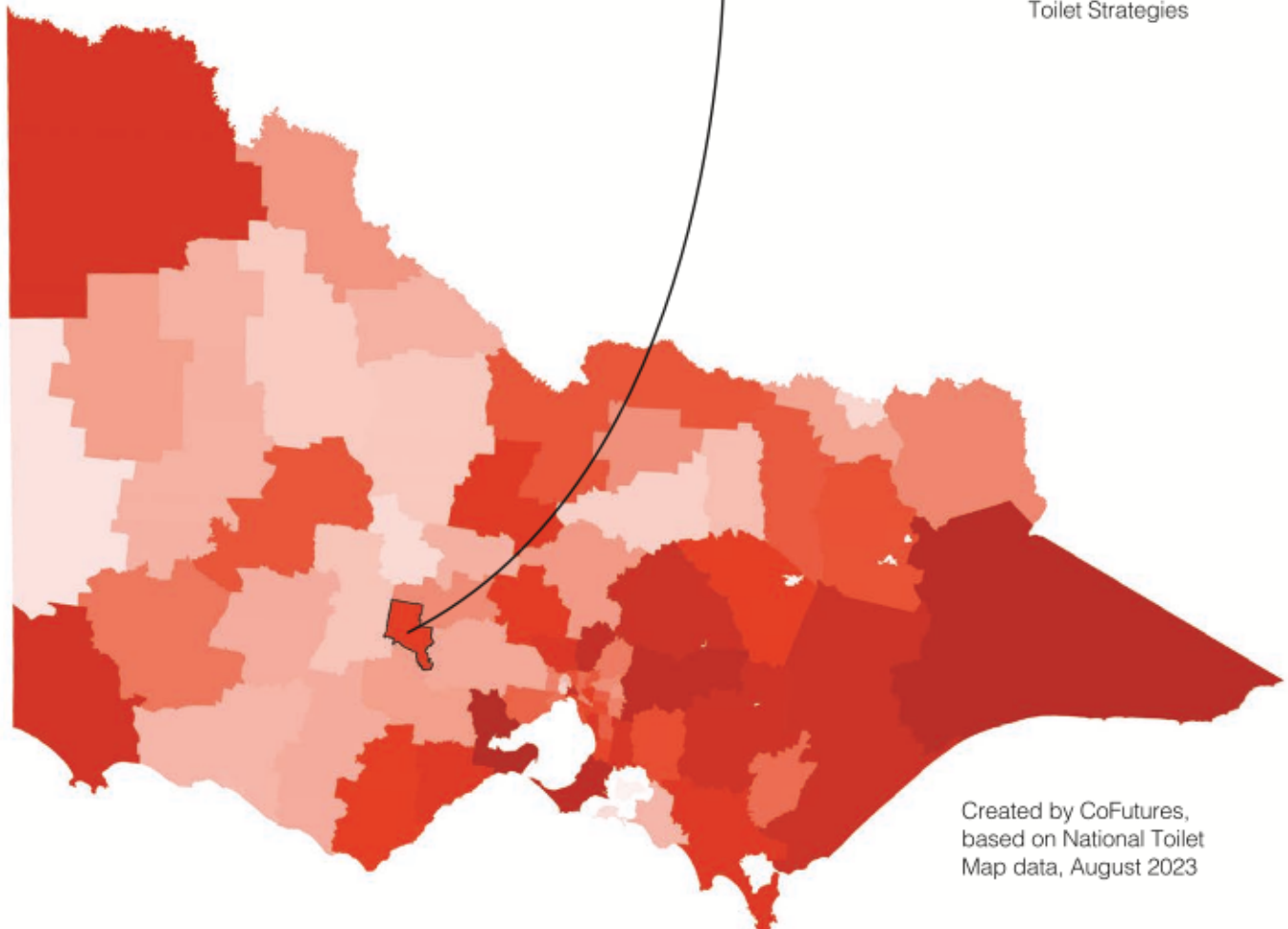
## Putting public toilet provision in context

There are many different approaches to planning for public toilet provision across Victoria. Due to the range of operators and providers of public toilets, there is no one consistent or standardised dataset that provides an exact number of total public toilets that are 'truly' available for public usage.

The map below shows the total number of public toilets based on data sourced from the National Public Toilet Map (August, 2023). Note that the data on this map includes facilities that are also provided by private operators for public usage. It does not include every public toilet provided by the City of Ballarat.



Data source: drawn from relevant Public Toilet Strategies



Created by CoFutures, based on National Toilet Map data, August 2023

## Central Ballarat and surrounds



### Includes:

- Ballarat East
- Ballarat North
- Wendouree
- Sebastopol
- Mount Clear

### Current provision

There are 8 public toilets located within activity centres and commercial areas across Central Ballarat and surrounds. The 2012 Activity Centre Strategy outlines the hierarchy of centres as follows:

- **Principal Activity Centre:** Ballarat CBD.
- **Major Activity Centre:** Howitt Street.
- **Large Neighbourhood Centres:** Sebastopol North and Wendouree.
- **Neighbourhood Activity Centres:** Northway, Ballarat Market Place, Midvale, Sebastopol and Buninyong.
- **Local Activity Centres:** Alfredton Aldi, Pleasant Park, and Maxi Food.

### Network analysis

As a general principle, public toilets should be provided in Principal, Major and Large Neighbourhood Centres. Based on this criteria, the following locations have been identified for further review (see **Map 2**):

- **Ballarat CBD and nearby Activity Centres:** Commercial area north of the Ballarat Train Station, Pleasant Park (intersection of Pleasant St North and Sturt Street), and Alfredton Aldi Activity Centre (intersection of Sturt Street and Gillies Street).
- **Wendouree Major Activity Centre:** Western side of Midland Highway.
- **Sebastopol North Activity Centre:** The commercial area along the Midland Highway.

There are also currently no City of Ballarat provided public toilets available in:

- **Mount Clear:** Midvale Shopping Centre.

The public toilet gaps identified in the Ballarat CBD, Wendouree Major Activity Centre and Sebastopol North Activity Centre are not considered priority locations for new public toilets given their spatial and land use context. For example Wendouree Major Activity Centre's land use context is predominantly large format retail and a big-box shopping centre (Stockland Wendouree). Feedback from community engagement indicates a preference for using public toilets within shopping centres, rather than outside in car parking areas.

In other smaller centres, public toilets may be provided on a case-by-case basis subject to future demand and community need.

### Recommendations

1. To assess ad-hoc requests for upgrades or new public toilets from stakeholders or the community, apply the Assessment Framework outlined in the Public Toilet Toolkit.
2. Monitor the need for a new public toilet at Midvale Shopping Centre, or along Geelong Road between Buninyong and Ballarat Central.
3. Monitor the need to provide a new public toilet around Pleasant Park Activity Centre, having regard to proposed upgrades to public toilets at City Oval (Intercultural Gardens) and Drummond Street in the short - medium term.

MAP 2

## Central Ballarat and surrounds



## Summary of findings

- A Ballarat CBD (north-western corridor)**  
Not considered a priority location for a new public toilet due to land use context. The re-opening of Ballarat Library will increase provision of publicly available toilet amenities in this area of the CBD.
- B Pleasant Park**  
Monitor need for a new toilet in this location. Potential for this spatial gap to be filled through provision / upgrade of new toilets at City Oval (proposed Intercultural Gardens) or Drummond Street.
- C Alfredton Aldi Local Activity Centre**  
Not considered a priority location for new public toilets due to land use context. Not identified as a priority from consultation feedback.
- D Wendouree Major Activity Centre**  
Not considered a priority location for new public toilets due to land use context. Not identified as a priority from consultation feedback.
- E Sebastopol North Large Activity Centre**  
Not considered a priority location for new public toilets due to land use context. Not identified as a priority from consultation feedback.
- F Midvale Shopping Centre Neighbourhood Activity Centre**  
No City of Ballarat provided facility in this region. Monitor the need for a new public toilet at Midvale Shopping Centre, Mount Clear. A new public toilet would also service the Ballarat Central and Buninyong corridor along Geelong Road.

2.2

## Lake Wendouree



### Includes:

- Lake Wendouree

### Current provision

Lake Wendouree is a popular destination for local residents and visitors from abroad. The Lake is approximately 6km in circumference and is ringed by the Steve Moneghetti running track. The Lake's foreshore also hosts large-scale events such as the Ballarat Farmers Market and the annual Begonia Festival. There are currently 7 public toilets distributed around the edge of the Lake (see **Map 3**).

### Network analysis

The Lake Wendouree Masterplan (2017) is the guiding strategic document for future land use and development in the area. The Masterplan identifies 13 precincts around the Lake's foreshore, which also includes the North and South Gardens.

In destinations that attract higher pedestrian, cycling and foot traffic, standard public toilet benchmark distances (e.g. 400m catchments) are not always applicable. Instead, finer-grain analysis around key activity nodes is required. There are two key activity nodes around the Lake which are not currently serviced by public toilets:

- **Precinct 9 / 10 / 11:** along the southern edge between South Gardens and the Yacht Club, including St Patrick's Point. The demolition of the underground public toilet has left a provisional gap between Precinct 8 and Precinct 13. As identified within the Lake Wendouree Masterplan, future toilet provision is identified in Precinct 11 which could address this provisional gap.
- **Precinct 5:** along the northern edge of the Lake at Durham Point.

The decommissioning and demolition of an underground public toilet in front of Loreto College (Precinct 9) was undertaken in 2023, due to its poor level of accessibility and safety. Feedback from community consultation noted that there is now a significant distance (and gap) between the South Garden the Yacht Club public toilets.

There is also a provisional gap of public toilets on the north-east shore of the Lake. There are no key activity nodes or destinations located around this area nor was there mention of this location in community engagement or in the Lake Wendouree Masterplan.

More broadly, community feedback identified challenges with wayfinding and locating existing public toilets located around the Lake.

MAP 3  
Lake Wendouree



### Summary of findings

- A Location of former underground public toilet**  
Conduct a site impact assessment of a potential new public toilet at the former underground toilet location and around the southern edge of the Lake Wendouree to replace the discontinued underground public toilet.
- B South-western corner, Lake Wendouree**  
Conduct a site impact assessment of a potential new public toilet around the south-western corner of Lake Wendouree. This should be done in conjunction with the site impact assessment of the former underground public toilet to determine the most appropriate location for a new public toilet facility.
- C Durham Point**  
Not considered a priority location due to the presence of the Ballarat Grammar Boat Shed Public Toilets nearby. There is a lack of activity nodes along this portion of the Lake.

### Public toilets around Lake Wendouree



Ballarat Grammar School Boat Shed public toilets



Ballarat Yacht Club public toilets



Ballarat Canoe Club public toilets



North Gardens public toilets



North Gardens public toilets



North Garden Accessible Public Toilets



South Gardens Public Toilets

### Recommendations

4. Undertake a site impact assessment to explore the provision of a new public toilet to replace the discontinued underground toilet adjacent to Loreto College or the provision of a new public toilet around the south-western corner of Lake Wendouree. The assessment should consider:
  - A SWOT analysis of the preferred site location and siting of the new toilet
  - Services and utilities provision
  - Urban design, safety (CPTED) and environmental design outcomes
  - Social and gender impact assessment
  - Site condition
  - Planning requirements e.g. Heritage Overlay
  - Subject to findings of the impact assessment, preparation of a business case to unlock implementation and funding may be required.
5. As an interim measure to mitigate spatial gaps along the southern edge of the Lake, consider the provision of signage showing walking distance to nearby public toilets, for example at City Oval, Victoria Park and the Ballarat Aquatic and Lifestyle Centre.
6. Improve wayfinding and signage to public toilets around Lake Wendouree, including display of opening hours and features on the doors.

## Little Bridge Street and Bridge Mall



### Includes:

- Ballarat CBD area

### Current provision

Bridge Mall and the Little Bridge Street area is a key retail and commercial destination in the Ballarat CBD. The Mall is lined with shops on either side with through links to Little Bridge Street and Curtis Street. Currently there is a public toilet located within Alfred Walk.

Little Bridge Street connects to a large car parking area which services Woolworths and Coles. There is also a main bus interchange along the southern side of the street. The Little Bridge Street public toilet is located at the eastern end of the street, at the entry to the supermarket car park.

In the broader catchment, there are three other public toilets at Alfred Deakin Place, Albert Street and Big W (see **Map 4**). It is noted that the public toilet at Big W is not a City of Ballarat provided facility and is managed through an agreement with the landowner.

### Network analysis

The Little Bridge Street and Alfred Walk public toilets consistently received a high degree of feedback from the first phase of community consultation. Feedback included:

- Concerns over location, safety and anti-social behaviour around the Little Bridge Street public toilet.
- Poor levels of cleanliness at the Alfred Walk public toilet.
- Provision of automatic doors and inaccessible internal features of the Alfred Walk public toilet.
- Overall appearance of toilets are uninviting and not accessible.
- General maintenance and vandalism issues reported at both facilities.

Both of these public toilets are known to the City of Ballarat, which has undertaken a range of design interventions to remedy and address some of these concerns. For example, seating areas around the Little Bridge Street have been removed to reduce instances of lingering and loitering.

Bridge Mall and Little Bridge Street are two of the most visited locations within the Ballarat CBD and provision of public toilets is considered essential.



Alfred Walk public toilets



Little Bridge Street public toilets



MAP 4  
Bridge Mall / Little Bridge Street



### Summary of findings

- A Bridge Mall Shopfront**  
Advocate for a new destination public toilet as part of the delivery of the Bridge Mall masterplan. This may be co-located with an existing shopfront or provided as a free standing public toilet.
- B Public space (opposite Magistrates' Court)**  
Potential to explore this location as an option for a replacement of the Little Bridge Street Public Toilets.
- C Other shopping areas**  
Explore the possibility of co-locating new public toilets within the shopping centres south of Little Bridge Street or at the eastern end of Bridge Mall.

### Future options Bridge Mall

The City of Ballarat is currently preparing a new masterplan to revitalise and upgrade the public spaces around Bridge Mall. It is noted that the provision of a new public toilet facility is not included in the Stage 1 Plans.

The existing public toilet in Alfred Walk is currently not fit for purpose and does not meet community needs or expectations. Furthermore it is likely that this facility will be demolished as part of future upgrades to Norwich Plaza.

Based on the feedback received from community consultation, the analysis undertaken in this Strategy and feedback from City of Ballarat operations and maintenance teams, the delivery of at least one new and improved public toilet facility is required.

In first instance, City of Ballarat should advocate for the provision of a new 'destination' public toilet facility accessed directly from Bridge Mall.

#### Recommendations

7. Advocate for inclusion of a new destination public toilet in Bridge Mall, through the Bridge Mall masterplanning process.
8. Subject to outcomes of above action, exploration of alternative locations for the provision of a new destination public toilet in Bridge Mall area may be required.
9. Engage with landowners of Norwich Plaza to discuss potential of new public toilet provision as part of future upgrades to the Plaza.

### Future options Little Bridge Street

The Little Bridge Street public toilet was built as a temporary facility to replace an older public toilet block. Due to the reported levels of anti-social behaviour and perceptions of poor safety at this facility, further actions are required to address the existing issues around the Little Bridge Street public toilet.

Depending on the outcomes of the Bridge Mall masterplanning and the potential future provision of a new destination public toilet, there are several options for this facility:

- Remove and decommission the Little Bridge Street toilets, subject to the provision of a new, destination public toilet at Coliseum Walk or elsewhere in Bridge Mall.
- Undertake site impact assessment to explore the provision of alternative location for the facility. Locations could include:
  - The natural verge / green space across from the Ballarat Magistrates' Court
  - Investigating whether toilets can be built within the nearby shopping centres to the southern or at the eastern ends of Bridge Mall.

Many of the issues cited by the public stem from the location of this facility and poor siting. In the short term continue to regularly monitor the facility and respond quickly to damages and reported issues. This will help to manage the perceptions and improve community safety while a longer term solution is explored.

#### Recommendations

10. Subject to outcomes of Bridge Mall masterplanning process, undertake a site impact assessment to identify alternative locations for a new public toilet in the Little Bridge Street area. The assessment should consider:
  - SWOT analysis of preferred site location and siting
  - Services and utilities provision
  - Urban design, safety (CPTED) and environmental design outcomes
  - Social and gender impact assessment
  - Site condition

Subject to findings of the impact assessment, preparation of a business case / implementation plan may be required.

## Regional Ballarat



Includes:

- Buninyong
- Cardigan Village
- Learmonth
- Scotsburn
- Warrenheip

### Current provision

There are 7 public toilets spread across the regional areas of Ballarat including the suburbs of Buninyong, Cardigan Village, Learmonth, and Scotsburn (see **Maps 5, 6 and 7**). The public toilets in these locations are situated within town centres or local destinations such as Lake Learmonth and Mount Buninyong.

### Network analysis

These locations are self-contained rural townships with small population centres. It is noted that the locality of Warrenheip is not currently serviced by an existing public toilet. Given the land use context of the township, it is not considered that the provision of a new public toilet is needed in this location.

It is noted that the majority of the existing facilities are older public toilet blocks, which are not fully accessible and have some design and siting challenges.

In particular, the toilet at De Soza Park has received a significant amount of community feedback regarding its design and level of accessibility. Concerns were raised on the lack of circulation space for people using wheelchairs or prams. Survey respondents also mentioned the facility tends to be generally in a 'poor' condition.

Unfortunately, the facility is currently located under a heritage protected structure. Due to the difficulty of conducting upgrades, this Strategy recommends the exploration of a new accessible public toilet facility at the park.

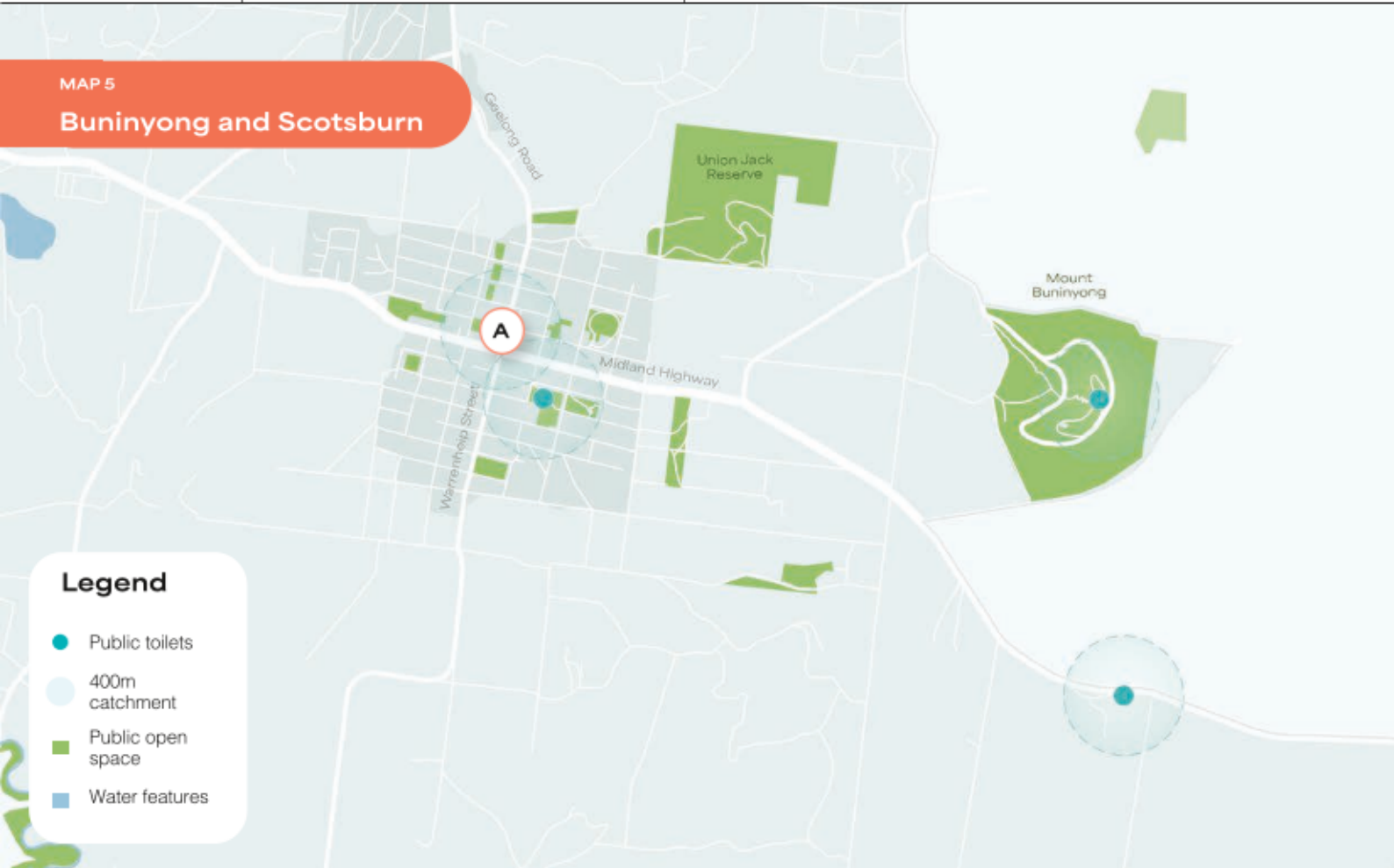
Other than De Soza Park, there was little community feedback on the public toilets in these regional localities and there have been no reported issues with maintenance or operation of public toilets in these locations.

### Recommendations

11. Continue to operate and manage public toilets in regional Ballarat and monitor the need to increase public toilet provision with reference to the Assessment Framework outlined in the Public Toilet Toolkit.

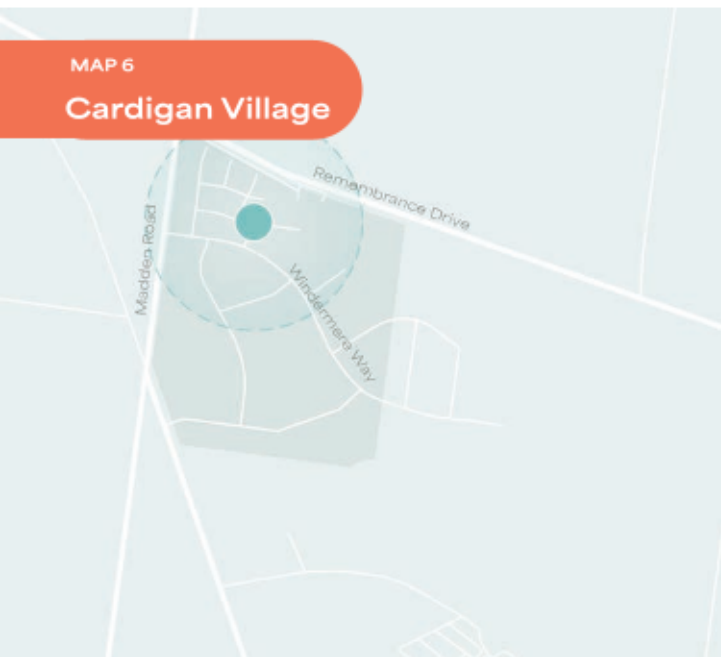
MAP 5

Buninyong and Scotsburn



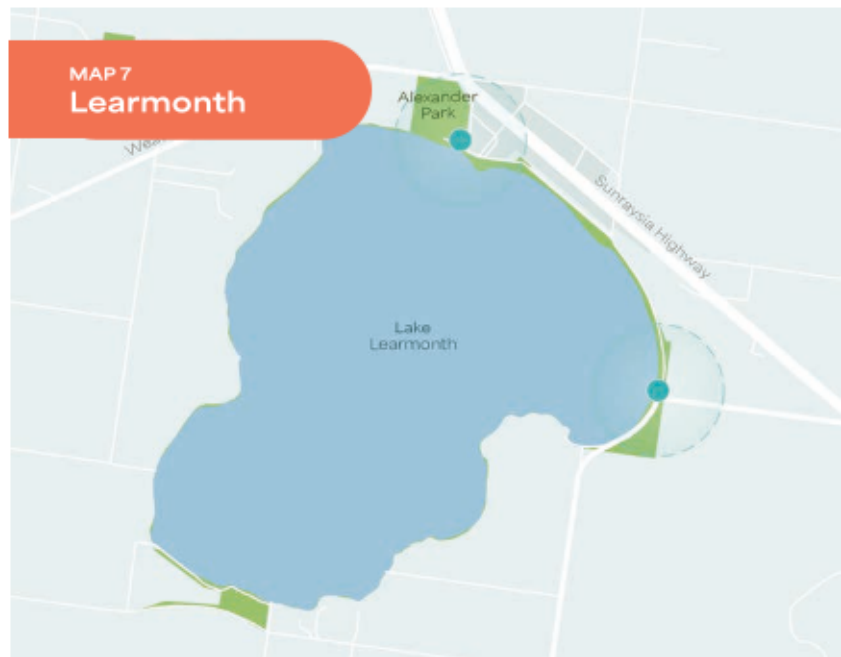
MAP 6

Cardigan Village



MAP 7

Learmonth



Summary of findings

- A** Conduct a site impact assessment to provide a new accessible public toilet at De Soza Park. Existing toilet is located within a heritage structure and is not accessible, poorly sited and provides poor user experience. Subject to outcomes of assessment and design testing, delivery of new facility in similar location in medium term.

In the medium to long term, explore opportunities to upgrade or renew existing toilets in regional townships, especially older facilities to ensure they are more accessible and inclusive for all users.

## Parks and open space

### Current provision

The majority of public toilets across the Ballarat municipality are located within parks and open spaces. The City of Ballarat Open Space Strategy was developed in 2012 (it is currently being updated). The Strategy lists the following hierarchy of open space:

- Local;
- Neighbourhood;
- District;
- Regional; and
- State.

Generally, local, neighbourhood, and district level parks and open spaces are managed by the City of Ballarat. Larger regional and State-level open spaces usually fall under the justification of Parks Victoria or the Department of Energy, Environment and Climate Action (DEECA).

### Network gaps

Generally public toilets should be located within higher order open space from district level and above. Analysis of the existing public toilet network identifies the following district open spaces do not currently have public toilets (**see Map 8**):

- Black Hill Reserve
- Buninyong Community Recreation Reserve
- Buninyong Recreation Park
- Buninyong Royal Park
- Mount Clear Recreation Reserve
- Redan Wetlands
- Trekardo Park
- Prince of Wales Recreation Reserve
- Wendouree West Recreation Reserve
- Wyndham Reserve - Pioneer Park
- Invermay Recreation Reserve
- Miners Rest Recreation Reserve

Additionally, feedback from the community consultation also identified the southern end of Victoria Park as a provisional gap.

Several Masterplans have already been developed for some locations with existing provisional gaps. These include Masterplans for Brown Hill Reserve, Black Hill Reserve, Lake Wendouree, and Victoria Park. These Masterplans provide an opportunity to deliver new public toilets in these locations in alignment with broader public realm upgrades.

As regional and state open spaces generally fall outside the jurisdiction of the City of Ballarat, it is important to advocate with relevant agencies to ensure public toilet provision at these locations if there is a demonstrated community need / demand.

The Open Space Strategy does not recommend the delivery of public toilets at local and neighbourhood level open spaces. Provision of toilet facilities still should be investigated on a case-by-case basis in accordance with the decision making frameworks.

### Recommendations

12. Align the updated Open Space Strategy with the recommendations of this Strategy with regard to the public toilet **Service and Typology Guide**.
13. Advocate for the inclusion of new public toilet facilities as part of major open space masterplanning processes.
14. Partner with relevant departments, agencies and Committees of Management to advocate for the provision of new public toilets in key locations on crown land.

MAP 8

## Parks and open spaces



## Legend

- Public toilets
- State and regional open space
- District open space
- Neighbourhood and local open space

## Summary of findings

- |   |  |
|---|--|
| <p><b>A Black Hill Reserve</b><br/>Explore provision of new public toilet in this location.</p> <p><b>B Buninyong Community Recreation Reserve</b><br/>Toilet amenity co-located with sports pavilion and is available on game days. No further provision required.</p> <p><b>C Buninyong Royal Park</b><br/>Toilet amenity co-located with sports pavilion and is available on game days. No further provision required.</p> <p><b>D Mount Clear Recreation Reserve</b><br/>Toilet amenity co-located with sports pavilion and is available on game days. No further provision required.</p> <p><b>E Redan Wetlands</b><br/>No public toilet in this location. Land is crown owned / managed.</p> <p><b>F Trekardo Park</b><br/>Toilet amenity co-located with sports pavilion and is available on game days. No further provision required.</p> | <p><b>G Prince of Wales Recreation Reserve</b><br/>Explore provision of new public toilet in this location. Toilet amenities currently located within Ballarat Aquatic and Lifestyle Centre.</p> <p><b>H Wendouree West Recreation Reserve</b><br/>Monitor the need for a toilet in this location. Existing toilet amenity co-located with sports pavilion for limited use.</p> <p><b>I Wyndham Reserve - Pioneer Par</b><br/>No public toilet in this location. Monitor the need for a toilet in this location.</p> <p><b>J Invermay Recreation Reserve</b><br/>Monitor the need for a toilet in this location. Existing toilet amenity is co-located with the Invermay Hall for limited use.</p> <p><b>K Victoria Park (southern end)</b><br/>Potential for new public toilet to be located here. Explore in relationship to gap at Trekardo Park.</p> |
|---|--|

## Sporting reserves

There are many sporting reserves, ovals and outdoor recreation areas across the Ballarat municipality. Often these reserves have sports pavilions or other building structures that include co-located toilets. While these facilities are often available for use by the public, their usage is restricted to game and training days.

Furthermore sporting reserves and associated infrastructure are often managed by sports clubs or a Committee(s) of Management.

Where there are existing provisional gaps of public toilets within open space and sporting reserve areas, opportunities to work with existing sports clubs and Committees of Management to increase provision would provide an innovative and cost-effective way of expanding the existing network. In exchange for public usage of the facility, City of Ballarat could provide support to relevant Committees of Management to clean / manage these facilities.

### Recommendations

15. Consider, on a case-by-case basis, the utilisation of existing co-located toilets in sports pavilions to increase the network of public toilets in locations where there are future provisional gaps.

## Playspaces

The City of Ballarat Play Space Planning Framework (2014) and Playspace Strategy (2017) recommends the provision of public toilets at regional playspaces and in some district-level play spaces, depending on site context and local need. Neighbourhood playspaces are not expected to provide public toilet facilities.

There are three regional playspaces across the Ballarat municipality which all have public toilets (see **Map 9**):

- North Gardens;
- Victoria Park; and
- Len T Fraser Reserve.

In some situations there have been new playspaces developed in smaller open spaces, for example, Albert G Graham Reserve. While the provision of public toilets is not recommended for neighbourhood or local playspaces, provision should be driven by community need and assessed on a case-by-case basis dependant on the type of playspace, usage levels and number of activities.

### Recommendations

16. Monitor the need to provide new public toilets adjacent to playspaces on a case-by-case basis, with reference to the Assessment Framework outlined in the Public Toilet Toolkit.

## Community infrastructure

There is a wide range of community infrastructure across the Ballarat municipality including libraries, aquatic centres, community centres / halls and community hubs. The majority of these buildings provide public amenities that are generally free to use and available for the community. Access to these toilet amenities is limited to the operational and opening hours of the buildings.

When providing upgrading or building new large scale multi-purpose community hubs, provide public toilets that are co-located with the building. Best practice is to orientate the public toilets to the outside edge of the building so they can be accessed out of hours when the building is closed or not in use.

### Recommendations

17. Ensure that new, accessible public toilets are provided as part of the delivery of new / future community and social infrastructure.
18. Identify and monitor future (planned and funded) community infrastructure that will be developed over the next 5 years to ensure that new, accessible public toilet facilities are provided in conjunction with the development.

### Best practice

#### AquaPulse / Encore Events

AquaPulse is the City of Wyndham's main aquatic and leisure centre, located in Hoppers Crossing. Built in 2019 it is also co-located with a major function centre, Encore Events. Public toilets are provided on the outside of the building and can be accessed by people who are using either facility or general members of the public passing by.





## Residential Growth Areas

The Ballarat Community Infrastructure Plan (2022-2037) establishes seven social infrastructure planning areas that breakdown the Ballarat municipality into smaller areas. It has identified the western and south western planning areas to have the highest projected population increase with 73 per cent and 94 per cent respectively by 2036.

There are three identified growth corridors across the Ballarat municipality (see **Map 9**):

- Northern Growth Area (parts of Mount Rowan and Miners Rest)
- North-West Growth Area (parts of Cardigan)
- Western Growth Area (parts of Alfredton, Delacombe, Smythes Creek, Bonshaw, and Sebastopol)

The Ballarat West Precinct Structure Plan (2016) highlights the community facilities that are to be delivered as residential growth occurs. Should new public toilets be required along with the community infrastructure, they should be aligned with the recommendations and minimum standards set-out in this Strategy (see the Service and Typology Guide).

There are also opportunities to provide new public toilet facilities near residential growth areas around Yorkdale Estate and the Macarthur Park Wetlands Playground in Delacombe and Miners Rest respectively. These are relatively new residential areas with playspaces that are likely to experience significant residential growth in the coming years.

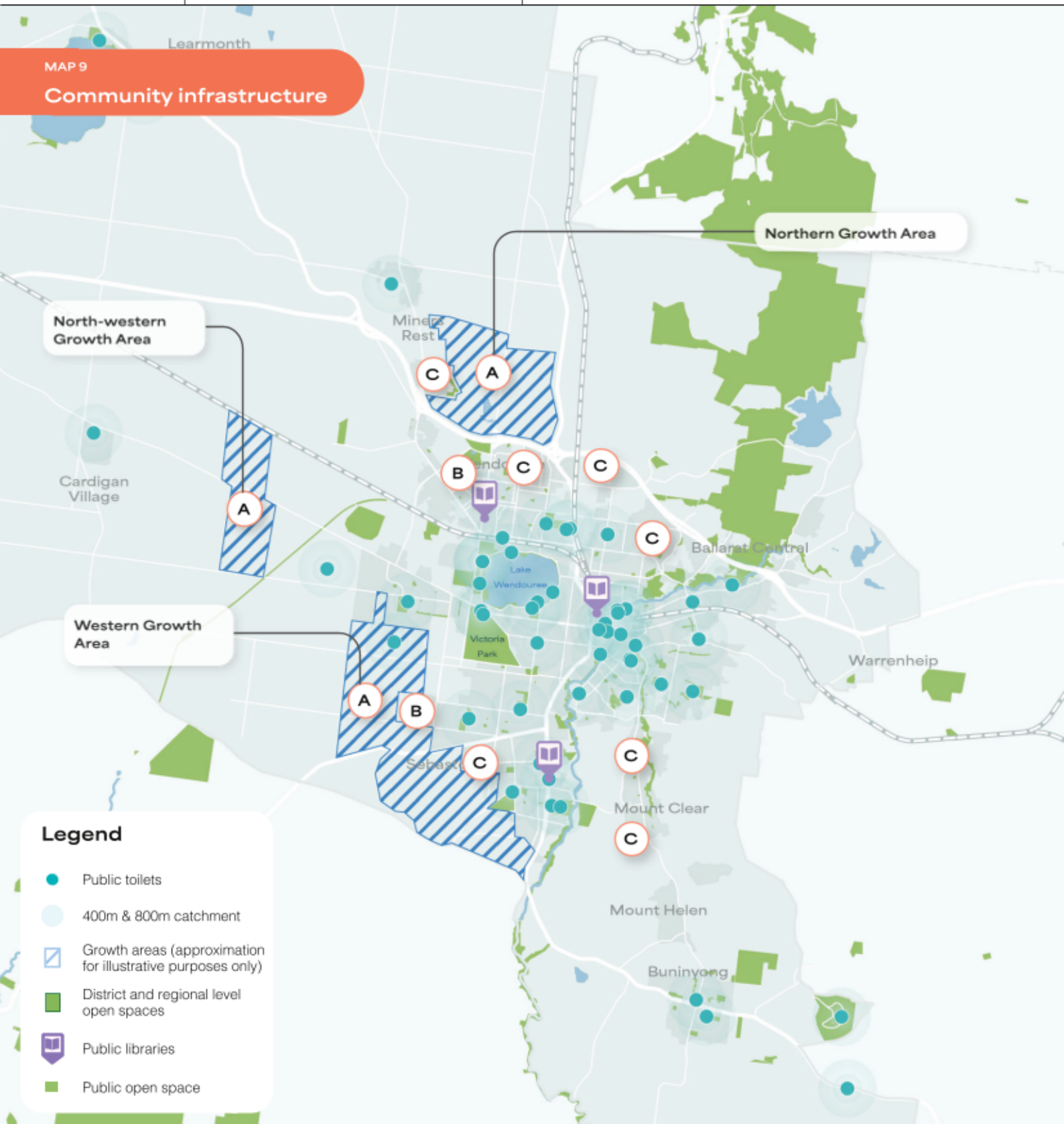
A Development Contributions Plan (DCP) can be used for the purpose of levying contributions for the provision of works, services and facilities before development can commence. The specific 'Community Infrastructure Levy' can be used to fund the provision of public toilets along with the construction of other community or social facilities.

### Recommendations

19. Monitor demographic change and levels of development activity occurring in Ballarat's residential growth areas. Should new public toilets be required, advocate with the private sector to deliver new facilities that meet the minimum requirements set out in this Strategy.
20. Explore opportunities to improve provision and management of public toilets in early planning processes and as part of negotiations with developers.

MAP 9

Community infrastructure



Summary of recommendations

- A Growth Areas**  
Monitor the need for new public toilets along with the delivery of community infrastructure in residential growth areas and align delivery with this Strategy
- B District-level playspaces**  
Explore the provision of public toilets at these playspaces: Yorkdale Estate Playground and Wendouree West Recreation Reserve
- C Smaller playspaces**  
Explore the provision of public toilets around these playspaces: Chifley Park (Sebastopol), Canadian Creek (Canadian), Marina Drive (Mount Clear), Inkerman Gully Reserve (Ballarat North), Cashel Court (Invermay Park), Theobald Street (Wendouree), and Macarthur Park (Miners Rest)



# Public toilet design

The design of a public toilet is fundamental to user experiences. Good design relates to a broad range of factors that considers both what's inside, outside, and around a public toilet.

This chapter looks at key considerations for the design of public toilets. It should be read in conjunction with the Public Toilet Toolkit.

**Guiding principle:**

The design of public toilets will be functional, attractive, and responsive to the local context and community need.

## Types of public toilets

There are three main types of public toilets typologies across the Ballarat municipality:

- free-standing toilet cubicles;
- toilet blocks; and
- co-located toilets.

It is acknowledged that the City of Ballarat provide other public toilet amenities within buildings it owns and manages, for example Libraries and Community Centres - these are also known as 'co-located toilet amenities'.

Stand-alone public toilets are the most common typology across the Ballarat municipality, comprising 53% of all public toilets provided by the City of Ballarat. Within the stand-alone structures, toilet block configurations can present various design and usability challenges due to their rigid construction, often resulting in minimal compliance with Australian Standard 1428.1 (AS 1428.1).

Many older toilet blocks also 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 privacy.

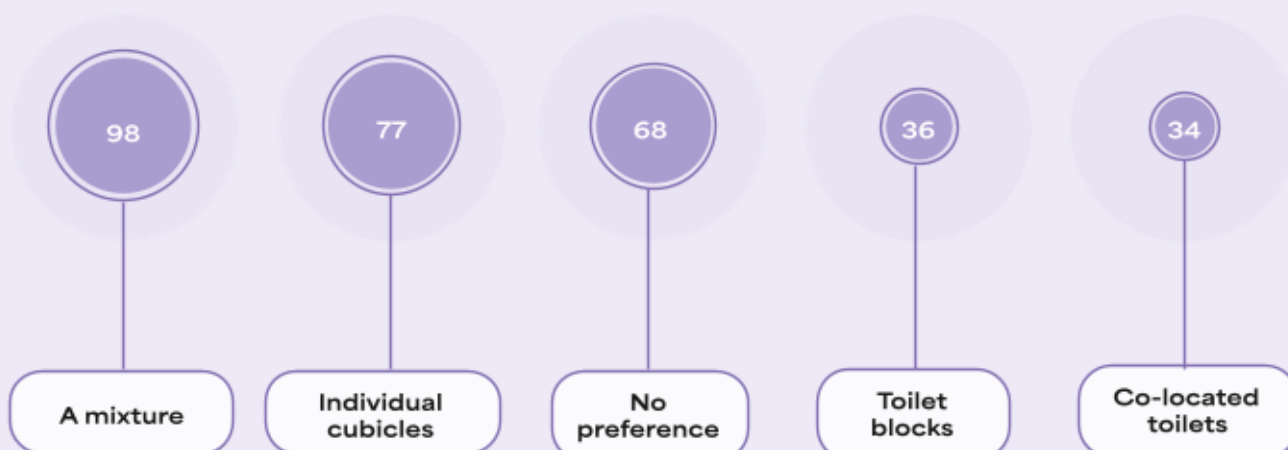
### Recommendations

21. When building new public toilets, the typology of the facility should be contextual to its location. In first instances, apply the **Service and Typology Guide** to determine what type of public toilet should be developed.

## What the community told us

### Preferred typology of public toilet

Total no. of responses = 313



### Co-located



- 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 levels of activity (such as sport fixture, training or event).

### Free standing



- Free-standing (not attached to or within another building structure).
- Externally accessible from public spaces.
- Separate male/female entrances or single fronted unit doors.
- Can include separate or integrated accessible facilities.

### Toilet blocks



- Usually brick structures with separated male and female entrances.
- Accessible toilets are often located within these blocks (or sometimes not at all).

## Fixtures and fittings

There are a mixture of internal and external fixtures and fittings across the City of Ballarat's public toilets.

Most public toilets contain a range of basic fixtures and fittings including:

- Toilet bowls.
- Handwashing basins.
- Urinals (for male toilets).

With the increase in the quality, standard and provision of privately owned and operated toilets, such as those found in shopping centres, cafés and restaurants, there is an increasing expectation from the community that public toilets provided in public spaces provide similar levels of amenity.

There is inconsistent provision and fit out of public toilets across the Ballarat municipality. For example, many public toilets do not provide toilet seats or hand soap. Feedback from community consultation clearly identified the following fixtures and fittings as the most important:

- Toilet seats;
- Hand soap;
- Door hooks; and
- Hand drying facilities.

### Recommendations

22. Standardise the provision of fixtures and fittings across the existing public toilet network in accordance with the **Service and Typology Guide**.

## What the community told us

### Most important considerations for public toilets

Total no. of selections = 950



## Community safety

### Crime Prevention through environmental design

Historically, public toilets have been known as hotspots for antisocial behaviour and undesirable activity. If a toilet is perceived to be unsafe, unhygienic or dangerous, users will generally avoid 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; and
- odour or lack of cleanliness .

As the City of Ballarat continues to upgrade its facilities and improve the level of service provision, it also seeks to reduce and minimise occurrences of anti-social behaviour such drug related 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 anti-social behaviour.

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 association 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 the City of Ballarat can employ such as:

- Installation of CCTV cameras;
- Time-sensor lighting (solar panel operated);
- Quick response to reactive maintenance;
- Regular cleaning and reporting; and
- Facilities that are old, in poor structural condition and subject to ongoing anti-social behaviour should be considered for upgrade or decommissioning.

### Recommendations

23. Apply the Crime Prevention Through Environmental Design principles for the upgrade and delivery of new public toilet facilities.

## Sustainable design

The City of Ballarat is committed to achieving sustainable outcomes through all aspects of city planning, design and governance. There are opportunities to achieve more sustainable practices with regard to the design, delivery and ongoing management of public toilets.

Ecologically Sustainable Development (known as ESD) can achieve a range of cost efficiencies and also improve performance results. Sustainable design practices are relevant for public toilets with regard to:

- Water management;
- Solar electricity;
- Sewerage;
- Materials design; and
- Use of natural ventilation and light.

Existing toilets across the Ballarat municipality have limited features that promote environmental sustainability. Durable, low cost structures will help to improve operational efficiencies, minimise environmental impacts and reduce ongoing maintenance and replacement of facilities in the future. However this must be considered with regard to human and user needs. Making the most of existing assets can also reduce the need for demolition and waste.

### Recommendations

24. Review and monitor data to identify facilities that have the highest levels of energy, water and utilities consumption.
25. Where possible, refurbish and upgrade existing public toilets rather than demolishing them.
26. Integrate Ecologically Sustainable Design principles into all new public toilets.
27. When developing new all-service public toilets, ensure that sustainable design principles are incorporated.

### Best practice

#### Innovative materials

An ecological public toilet in Trado, Spain, is constructed with prefabricated reinforced concrete modules, with a bioclimatic skin of corten steel and glass covering the structure's exterior. It has been designed to complement its surrounding natural environment, and the entire surface of the toilet module is permeable to encourage natural light and ventilation through to the interior. It also uses energy-saving LED lights, and time-regulated flow of plumbing controls the amount of water used.



#### Harvesting natural resources

Cardinia Shire Council, Victoria, has made sustainability improvements to its public toilets, including rainwater harvesting installation, occupancy sensor installation for lights and exhaust fans, the provision of water efficient appliances, and energy efficient lighting







# Public toilets for everyone

There are diverse community needs to consider when upgrading or planning for new public toilets. If public toilet standards can meet as many diverse needs as possible, then they will be safe, accessible and inclusive for everyone.

This chapter explores the spectrum of intersecting considerations between public toilet design, accessibility, and inclusivity.

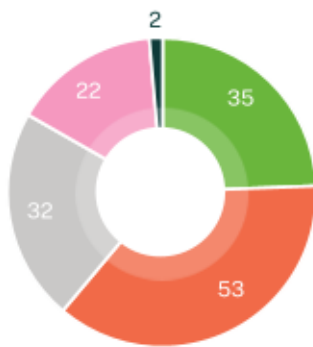
**Guiding principle:**

Universal and inclusive design principles will apply to all future upgrades and provision of new public toilet facilities.

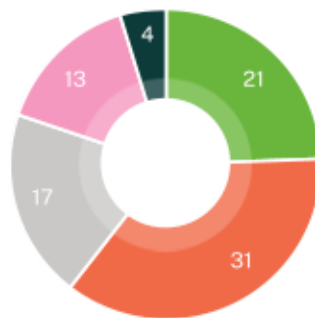
# What the community told us

## Are public toilets in the City of Ballarat meeting diverse needs?

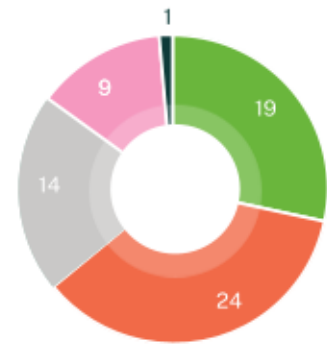
The City of Ballarat’s Inclusion Framework outlines nine priority groups among the community which can face greater challenges in participating fully and equally in life. In the first phase of consultation, we asked survey respondents to select whether they identified within any (or multiple) of these groups and then to provide feedback about whether they thought public toilets across the Ballarat municipality were meeting their needs. Results below:



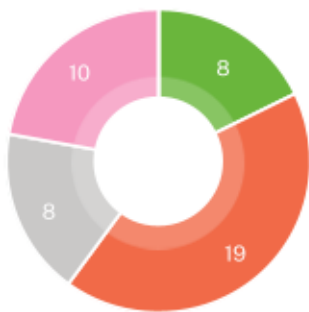
Women



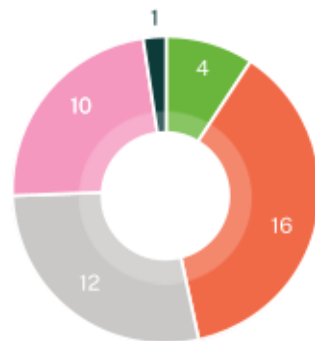
Older person



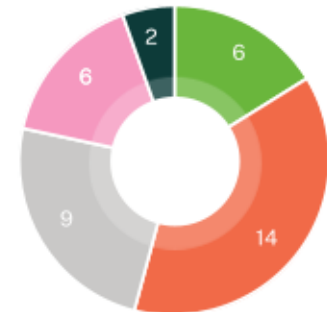
Family or carer living with a young person



Financially vulnerable



A person with a disability



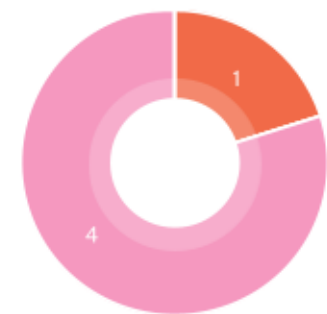
A young person



LGBTIQ+



Culturally or linguistically diverse



Aboriginal or Torres Strait Islander



## Universal design

Public toilets play an important role in supporting inclusive participation in public spaces and contributing to positive health and wellbeing outcomes.

Accessibility is not just about catering for people with physical mobility requirements, it also should consider people with intellectual disabilities, diverse social, cultural preferences, and other demographic factors.

Current regulatory and statutory standards (i.e. AS 1428) focus on physical disability and do not consider the broader range of diverse needs amongst the community. Feedback from the community suggests that minimum standards do not appropriately address user needs or lived experiences.

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 many individuals and in order to reduce barriers to use, it is important to ensure that future upgrades and installations of 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.

### Recommendations

28. Apply universal design principles to all public toilet renewals and upgrades.

### Further info

#### The seven principles of universal design

##### 1 Equitable in Use

The design is useful and marketable to people with diverse abilities.

##### 2 Flexibility in Use

The design accommodates a wide range of individual preferences and abilities.

##### 3 Simple and Intuitive Use

Use of the design is easy to understand, regardless of the users' experience, knowledge, language skills or current concentration level.

##### 4 Perceptible Information

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

##### 5 Tolerance for Error

The design minimises hazards and adverse consequences of accidental or unintended actions.

##### 6 Low Physical Effort

The design can be used efficiently and comfortably with a minimum of fatigue.

##### 7 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.

## People with a physical disability

People with a physical disability often require additional support when using a public toilet. This may include larger circulation spaces for mobility aids, grab handles and tactile surfaces. The height of certain fixtures and fittings such as toilet roll holders and sinks also need to be considered.

The design and siting of an accessible public toilet outside of the facility is also important. Provision of at grade pathways, siting next to accessible car parking spaces and lighting are just some of the key design components that should be provided.

Australian Standard 1428.1 sets out the regulatory requirements for design for access and mobility. These standards should be considered as the minimum benchmark when upgrading or providing new public toilet facilities.

The City of Ballarat has an ongoing building audit which occurs every 5 years. This audit should consider compliance with the relevant Australian Standards and the Disability Discrimination Act (DDA). Where public toilet facilities in the buildings are not compliant, upgrades should be prioritised as part of future capital works actions.

### Recommendations

- 29.** As part of the ongoing building audit, undertake a condition and accessibility audit of all City of Ballarat owned and managed public toilet facilities, assessing each against their compliance with AS1428.1.
- 30.** Based on the findings of the audit, identify and prioritise upgrades of high-usage, existing public toilets that do not currently meet the minimum requirements of AS1428.1.
- 31.** Review and update the condition and accessibility audit every 5 years.

## Vision impaired people

Ease of navigation is important when providing public toilets that are accessible for people who are vision impaired. Tactile surfaces play an important role in assisting people who are vision impaired in navigating a public toilet.

Other key considerations include:

- Clearly defined fixtures and fittings.
- Provision of Braille description for any signage provided.
- For people with low vision, use of contrasting colours on handles and surfaces.
- Provision of adequate space and tactile surfaces on the ground.
- Provision of grab rails and assistance bars.
- Appropriate space / refuge either inside or outside the public toilet for assistance animals.

Vision impaired people often rely on other sensory cues, such as touch and smell to navigate. Maintaining clean and hygienic public toilets is important to ensuring inclusive accessibility.

### Recommendations

Per recommendations 29 - 31.

### Infants, children and young people

Families with infants and young children are a key user group that often rely on the availability of public toilets. Some public toilets across the Ballarat municipality provide parents' rooms which include baby change tables such as those at Victoria Park or the Ballarat Town Hall.

In child-orientated public spaces (e.g. water splashparks or destination playgrounds), design considerations such as the height of the toilet bowl and certain fixtures or fittings should be considered. The location, design and siting of public toilets in these spaces requires careful consideration and planning to ensure a balance between accessibility, safety and integration with the public realm.

#### Recommendations

32. Provide integrated and accessible parents' rooms in key destinations that attract younger people and families. These spaces may be shared with accessible public toilets.

### Older people

As the City of Ballarat's population ages, there is a need to ensure that public toilet facilities are designed to accommodate the needs of older people.

There is increasing research around the promotion of age friendly cities and designing for people with dementia. For example, specific requirements such as use of colour contrasts between materials, tactile surfaces and clear graphic signage are among the key considerations.

It is noted that many design and accessibility requirements for older people overlap with other considerations discussed in this chapter. The Ageing Well in Ballarat Strategy provides a range of relevant considerations with regard to age-friendly built environments and public toilet design.

#### Recommendations

Per recommendations 29 - 31.

## Parents and carers

There are a range of key considerations that should be factored into future public toilet design with regard to parents and carers.

Taking children into a public toilet can be a confronting experience for some, particularly when public toilets are designated as an alternate gender to the parent or carer. Social stigmas can also create negative perceptions around this issue, often exacerbating lived experiences. Certain typologies of public toilets can make this issue more prominent - for example single gender toilet blocks with large communal spaces.

Providing single and accessible cubicles that are large enough to accommodate both a parent / carer and another person should be provided in key locations. Consideration for inclusive signage would also help to increase accessibility for parents and carers accompanying children / guardians.

Please note, provision of changing places facilities is discussed separately.

### Recommendations

Refer to recommendations regarding usage, typology and signage.

## Culturally and linguistically diverse people

The City of Ballarat's population is growing in diversity. When it comes to public toilets, some practicing faiths have cultural preferences and requirements with regard to sanitation, hand washing and separate gendered facilities.

For example among some faith groups, it is standard practice to wash yourself with water after using the toilet, rather than using toilet paper. Additionally some preferences for hand-washing facilities within cubicles have also been cited in community consultation feedback.

### Recommendations

33. Undertake community engagement when upgrading or providing a new standard or destination public toilet in locations where there is higher proportion of people who are culturally and linguistically diverse.

## LGBTIQA+

Almost 10% of people living in the City of Ballarat identify as LGBTIQA+. The LGBTIQA+ Inclusion Plan 2022 - 2026 identifies an action to ensure appropriate provision of facilities for all genders.

Public toilet safety and inclusion are key issues for people who identify as LGBTIQA+. Historically public toilets have been designated as single gender facilities. Feedback through the community consultation process has identified that the gendering of public toilets is non-inclusive and discriminatory.

The City of Ballarat's Gender Equality Action Plan 2021 - 2025 outlines the City of Ballarat's approach to promoting gender equality, recognising the intersectional characteristics. One of key actions outlined in the Plan is for the City of Ballarat's internal and external communications to use language and images that are inclusive. More broadly, The City of Ballarat is aware of the need to review existing policies, local laws and other regulations as they apply to all community infrastructure and facilities. In relation to public toilets, there is opportunity to consider the impact of this future review in meeting the objectives of the Gender Equity Action Plan and recommendations outlined in this Strategy.

Recently, some local government organisations have considered the provision of all gender public toilet facilities. These are public toilets that can be used by any person and are often differentiated from single-sex facilities through more inclusive signage.

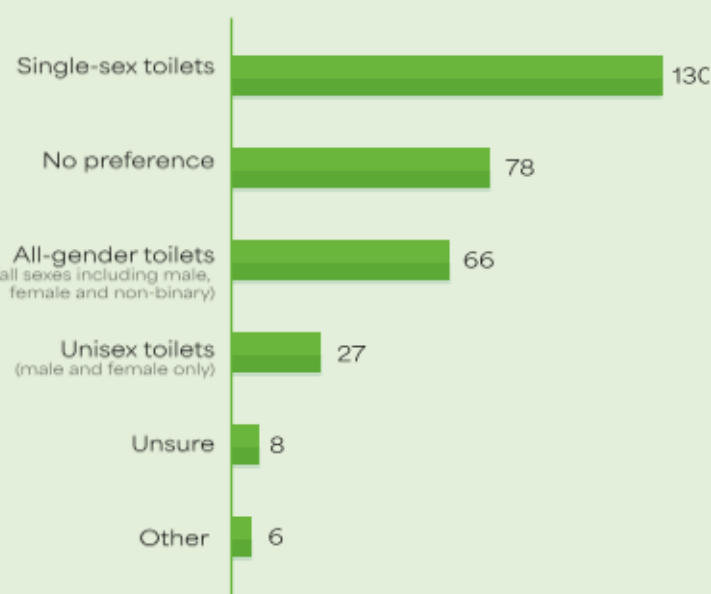
The provision of all gender public toilets can benefit a wide range of people, including parents and carers however it is also acknowledged that this approach has created concern among other public toilet users.

Feedback from the community consultation in Phase 1 identified a similar proportion of respondents preferred single-sex toilets (130) compared with those who expressed no preference or supported all-gender toilets (144 respondents).

## What the community told us

### What type of facility do you prefer?

Total no. of responses = 315



A Service and Typology Guide has been developed to provide the City of Ballarat with guidance on provision and configuration of new toilets. The guide balances the objective for inclusive and accessible public toilets with the provision of maintaining single-gendered toilets. Future provision of gender neutral toilets is recommended to be decided on a case-by-case basis, however it is The City of Ballarat's objective is to move towards a position that promotes features and amenities of facilities over the categorisation of specific users.

### Recommendations

34. When building or upgrading a new standard or destination public toilet, ensure that at least one cubicle is assigned as an all gender toilet for use by everyone.
35. Maintain at least one single-gender male and female toilet cubicle in destination and standard public toilets (refer to **Service and Typology Guide**).
36. Upgrade accessible cubicles in high usage public toilets in key locations to accommodate a more inclusive range of fixtures, fittings, and signage (see **Service and Typology Guide**).
37. Investigate the possible adoption of a new approach to signage that indicates the fittings and features within public toilets and cubicles, rather than indicating the expected gender of users.
38. Review and update existing policies, local laws and other regulations that impact the guiding principles outlined in this Strategy and affect the City of Ballarat's ability to provide inclusive, accessible, and safe public toilets for everyone.

### People sleeping rough or experiencing homelessness

The City of Ballarat has a homelessness rate of 41.3 per 10,000 people (Ballarat Foundation Vital Signs 2022). People experiencing homelessness often rely on public toilets as the only space in which they can attend to personal health and hygiene needs.

When opening hours of these facilities are restricted, so is the ability of people out of home to address these needs comfortably, safely, and legally. Public toilets can also act as a shelter from the weather.

As per City of Ballarat's Homelessness Protocol 2022, people experiencing homelessness have the right to access public spaces and will be treated as any other member of the public.

There is currently one destination public toilet at Alfred Deakin Place in Central Ballarat. In addressing the needs of people experiencing homelessness and working with key stakeholders, the City of Ballarat could explore opportunities to increase the provision of 24 hour facilities in Central Ballarat or other locations.

To maintain safety, hygiene and reduce instances of antisocial behaviour, upgrades to existing facilities may be required. For example provision of CCTV cameras, treatments to the public realm and increased monitoring and cleaning.

### Recommendations

39. Monitor the need to provide an additional 24 hour public toilet facility in Central Ballarat. This should be done in conjunction with engagement with relevant stakeholders and other City of Ballarat strategies. In short term, consider ways to promote 24 hour access of existing Alfred Deakin Place public toilet.



## Women and people menstruating

Feedback from community engagement has indicated that there are different needs and preferences for females when it comes to public toilets. When surveyed, common feedback from women included:

- priority for safety and cleanliness
- need for hand soap and water
- need for more public toilets generally
- lack of toilet seats in some facilities
- need to improve maintenance and overall condition of some facilities
- some expressed a preference for single-sex, female only toilets.

Public toilets need to be designed to respond to the needs of people who are menstruating. Basic requirements include:

- access to running water and hand soap
- supply of menstrual products
- safe and hygienic places to dispose of menstrual products
- hooks for hanging clothes, bags and belongings
- visual and auditory privacy

Community feedback also raised awareness around the provision and need for sanitary disposal bins to be provided in all gender and male public toilets.

Based on these findings, there are a range of recommendations that this Strategy can consider.

## Recommendations

40. Install key-lock foam hand soap dispensers in high-use public toilets.
41. Provide sanitary disposal bins in female and all gender public toilets.
42. As part of the building and public toilet facilities audit, review the existing provision of sanitary disposal bins and monitor usage/maintenance. Determine provision of sanitary disposal bins in male public toilets on a case-by-case basis.
43. Install door hooks in all public toilets across the City of Ballarat.
44. Install toilet seats in all existing female and accessible public toilets. Where existing toilet bowls are unable to accommodate a toilet seat, ensure that future facility upgrades provide appropriate replacements.
45. Maintain availability of female-only public toilets in high use / key locations.

## People with bladder or bowel challenges

For people with bladder or bowel control challenges, the ability to know where public toilets are located prior to leaving home can make all the difference between a negative and positive experience in public spaces.

Online resources such as the National Public Toilet map allow people with incontinence challenges to identify the location of existing public toilets. The map includes information such as opening hours, levels of accessibility and amenities.

The map however does not currently list all of the City of Ballarat's existing public toilets, and for many facilities, it does not specify exact opening hours.

As the City of Ballarat transitions across to the use of Master Locksmiths Access Keys (MLAK) for some of their accessible facilities, the usage and availability of these keys should also be extended to people with a bladder or bowel challenges.

### Recommendations

46. Publish a list of all City of Ballarat owned and managed public toilets on the City of Ballarat website, including Changing Places toilets. This should include an image of the facility, its address, opening hours and amenities that are provided. Update on an annual basis.
47. Update the National Public Toilet map to ensure all City of Ballarat owned and managed public toilets are listed. This also includes toilet amenities that are provided within City of Ballarat buildings that are available for public use.
48. Promote and communicate the availability of Master Locksmiths Access Keys (MLAK) for people with bladder or bowel challenges through existing support networks, such as the Continence Foundation of Australia.
49. Update the signage on all public toilets to show (at a minimum) opening hours, features inside the toilet and contact details to report a maintenance issue.

## Case studies

### The National Public Toilet Map

The National Public Toilet Map shows public toilets in a given location, and provides information about the features they contain. There is also an accompanying app which provides information on over 19,000 publicly available toilets across Australia. Other apps used internationally include the Toilet Finder app and Flush – Toilet Finder & Map app.



## Changing Places

Changing Places facilities are vital pieces of community infrastructure that allow members of the community with specific needs to participate in day-to-day activities across the municipality.

Changing Places facilities can differ in features and equipment. In the City of Ballarat there are:

- Full Changing Places facilities: which include a hoist and height adjustable change bench.
- Full Accessible Change Rooms: which are slightly smaller or modified facilities. Sometimes referred to as Adult Changing Facilities.

Full Changing Places facilities are located at:

- Ballarat Town Hall in Bath Lane, Central Ballarat
- Ballarat Aquatic and Lifestyle Centre, Lake Gardens
- Stockland, Wendouree (private)

Full Accessible Change Rooms are located at:

- Victoria Park Inclusive Play Space, Sturt Street, Newington
- North Gardens, Wendouree Parade, Lake Wendouree
- Selkirk Stadium
- Mars Stadium (portable accessible change room, known as a 'Marveloo')

The redevelopment of the Ballarat Library (underway) will see the provision of a new Changing Places facility in Central Ballarat.

Access to Changing Places facilities requires a Master Locksmiths Access Key (MLAK) to access and use the facility. The MLAK gives people with disabilities and their carers access to a network of facilities, including many Changing Places, seven days a week. It has been found that MLAK systems deter vandalism and misuse of Changing Places facilities. Changing Places that use the MLAK are also more likely to be kept clean and remain a safe environment for the people who use them.

### A closer look

#### What is a Changing Place facility?

Changing Places facilities were introduced in Australia in 2014 and there are currently 259 certified facilities across the country. Originating in the United Kingdom in 2006, Changing Places facilities are designed to meet the needs of people with a disability and their carers. The facilities differ from standard accessible or disabled toilets as they include additional features such as an adult change table, ceiling hoist, a central (peninsular) toilet with grab rails either side, privacy screens, and large circulation space. They may also contain shower facilities. To be called a Changing Places facility, the facility must be built and accredited as a Changing Places facility, in accordance with the Changing Places Design Specification 2020.



## Legislative requirements

From a legislative perspective, the National Construction Code was updated in 2019 to include a new 'Accessible Adult Change Facility' typology. The Code mandates an Accessible Adult Change Facility must be provided in key destinations including major shopping centres and sports venues, museums, art galleries, theatres, entertainment venues and major passenger transport hubs.

Based on this requirement, there is opportunity to explore the provision of an additional Changing Places facility within Ballarat Central identified as priority locations. These could include:

- Bridge Mall, Ballarat Central
- Eastwood Leisure Complex, Ballarat Central
- Eureka Centre Ballarat, Ballarat Central

City of Ballarat could also work with the private sector and / or other government agencies to advocate for the provision of new Changing Places facilities on private land, for example the Ballarat Train Station Accessibility to Changing Places, particularly. Proximity to easy access parking should be a key consideration when determining suitable locations for Changing Places facilities.

Converting the existing Disability Access Toilet at Ballarat Town Hall, Ballarat Central, into a full Changing Places facility could also be considered.

## Funding Changing Places

The provision of changing places facilities requires significant capital investment. Over the next 3 years (to 2026), the Commonwealth Government is investing more than \$32 million in helping to build more Changing Places facilities across Australia. The funding program is being implemented in tranches, with a focus on 'build ready opportunities'.

The Victorian Government has previously offered funding of up to \$180,000 to support the construction of more Changing Places facilities across Victoria. The grants were available to Local Government Authorities in Victoria, community not-for-profit organisations, and popular tourism destinations.

## Best practice

### Australia Zoo



## Recommendations

50. Undertake a site impact assessment to explore the provision of a new Changing Places facility in the Central Ballarat area. This may be in conjunction with exploration of a new destination public toilet at Bridge Mall. The assessment should include engagement with people and groups who currently use Changing Places facilities.
51. Advocate to Changing Places Australia for inclusion of all Changing Places and Full Adult Changing rooms to be included on the Change Places Australia map.
52. Engage and partner with the private sector and other government agencies to advocate for the provision of new Changing Places facilities as part of new major developments.



# Management and maintenance

Perceptions of hygiene, safety and accessibility of public toilets is strongly linked to how well they are managed and maintained. This chapter provides operational guidance to help improve and streamline public toilet management.

## Guiding principle:

Public toilets will be maintained to a high standard of cleanliness, to support community safety, health and wellbeing.

## Guiding principle:

A proactive approach to the management of public toilets will be adopted across the City of Ballarat.

## Signage and wayfinding

Feedback from community consultation indicated that some public toilets are hard to find. There is also a general lack of awareness among the community of the number of public toilets that are provided by the City of Ballarat.

In particular, some facilities were also frequently cited as difficult to locate and find. In particular:

- Ballarat Yacht Club Public Toilets (Lake Wendouree)
- Canoe Club Public Toilets (Lake Wendouree)
- Ballarat Town Hall Disability Access Public Toilet

The common issue for the toilets located at Lake Wendouree are that their entrances are facing away from the main walking track.

There are two key considerations regarding signage:

- Wayfinding and directional signage: helps to find and locate the public toilet
- Informational toilet cubicle signage: identifies what types of facility

Information signage is important for user experience as it provides people with information regarding the opening hours and fixtures related to the specific facility as well as containing contact details on how to report maintenance issues on the toilet.

There are opportunities to explore shorter term temporary place-based improvements as well as municipal wide and longer term strategies to wayfinding and signage.



### Recommendations:

53. Develop a municipal wayfinding Strategy to improve the promotion and accessibility of public toilets.
54. As part of the municipal wayfinding Strategy, explore the need to place information on the 'next' closest toilet information on public toilet signs.
55. Update public toilet signage across all public toilets to provide clear information on the amenities provided in each facility. Prioritise high usage and destination public toilets.
56. Undertake a public awareness campaign to promote the location and availability of public toilets across the Ballarat municipality. This may include explanation of the type of public toilets, features and amenities that are available for community use.

## Maintenance and management

Feedback from community consultation identified the cleanliness, safety and hygiene of public toilets is a key priority.

Currently, several public toilets in the municipality experience regular vandalism issues such as graffiti and damage to fixtures and fittings. These include damage to soap dispensers, toilet seats, and changing tables.

The following public toilets have been frequently reported or cited as key hot spots:

- Little Bridge Street Public Toilets
- Albert Street Public Toilets
- M R Power Reserve Public Toilets
- Djila-tjarriu / Ballymanus Reserve Public Toilets
- Lucas District Park Public Toilet

In addition to these toilets, vandalism of Changing Places Facilities has also been reported. This results in often expensive and time consuming repairs and replacement. It also places these facilities out of order, restricting their usage and accessibility.

Feedback from community consultation identified the need for Council to provide RV dump points across the Ballarat municipality. Although this is outside the scope of this Strategy, further advocacy work can be undertaken to monitor and consider future need.

The City of Ballarat is one of several municipalities that utilises the 'Snap, Send, Solve' mobile app. It is recommended that this app is leveraged and promoted for it to be used to report maintenance issues at public toilet facilities.

There are also opportunities to review and streamline the various ad-hoc management arrangements that are held by the City of Ballarat with other private providers. This will enable a more consistent standard of cleanliness and maintenance across the whole network of public toilets.

### Recommendations:

57. Continue to review the Capital Works Plan periodically every 3 – 5 years and update actions as required.
58. Continue to undertake condition assessments of public toilets every 5 years.
59. Continue to record and collect information about usage and cleaning performance using counters or other data collection methods.
60. Continue to record all reports and instances of anti-social behaviour and reactive maintenance and monitor over time to identify key hot spots. Use this data as an evidence base to inform prioritisation of upgrades and renewals as part of the **Assessment Framework**.
61. Promote the use of Snap, Send and Solve app to report and monitor condition and maintenance issues.
62. Review and assess as needed provision of RV dump points in consultation with Caravan Park operators.
63. Rationalise and update the City of Ballarat's list of public toilets and GIS database to accurately reflect the current network of public toilets.

## Cleaning

The City of Ballarat undertake an active cleaning schedule across of all its public toilet facilities.

High use facilities across the municipality are cleaned between four times a day. In other locations, public toilets are cleaned three to four times a week in smaller public open spaces.

High usage public toilets are all located in the central Ballarat area:

- Albert Street Public Toilets
- Alfred Deakin Place Public Toilets
- Little Bridge Street Public Toilets
- Town Hall Disability Access Public Toilet

A majority of respondents in the survey highlighted 'cleanliness' as the most important aspect of a public toilet. The most commonly cited facilities with cleaning issues are:

- De Soza Park Public Toilets
- Alfred Walk Public Toilets
- Big W Public Toilets

On the other hand, the South Gardens Public Toilet (Lake Wendouree) has been regarded by the community as being a good example of a clean toilet.

### Recommendations:

64. Maintain cleaning frequency of high use facilities
65. Monitor, review and update as necessary cleaning and maintenance schedules to align with levels of usage and peak demand. This may change seasonally.
66. Database all feedback and complaints received about reactive maintenance to support the evidence base for the **Assessment Framework**.

## Seasonal events

The Ballarat municipality is currently the fourth most popular regional destination in Victoria (City of Ballarat Traveller Experience Plan 2021 - 2030) as well as hosting a range of events and large-scale community gatherings annually. During these events, existing public toilets are supplemented by the provision of temporary toilet facilities. These temporary toilets would then be cleaned and serviced under the responsibility of the contractor.

In addition to the temporary event toilets, consideration should also be given to the provision of accessible toilets and Changing Places during these events. Currently a Marveloo Changing Places facility is located within Mars Stadium.

During summer months, aquatic facilities and splash parks will experience increased demand. There are currently 5 aquatic centres (swimming pools) and 2 splash parks within the municipality, all of which are serviced with public toilets. However, there are several comments expressing the need for a changing room or facility at the Midlands Reserve and Water Park, noting that the current public toilet is not adequate for this function.

### Recommendations:

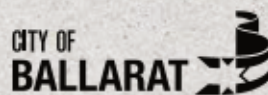
67. Monitor the need to increase the capacity of existing public toilets at key destination that host regular large-scale events.
68. Ensure the provision of all accessible public toilets at City of Ballarat run and managed events.





CITY OF BALLARAT

# Public Toilet Toolkit



# Public Toilet Toolkit

## Vision

The City of Ballarat will provide high quality, inclusive and accessible public toilets that are safe, clean and cater to diverse community needs.

## Guiding principles



### Location and distribution

The City of Ballarat will provide a comprehensive and well-connected network of high-quality public toilets across the municipality.

Public toilets will be well-sited, easy to find and located within a comfortable walking distance from key destinations.



### Design

The design of public toilets will be functional, attractive, and responsive to the local context and community need.



### Public toilets for everyone

Universal and inclusive design principles will apply to all future upgrades and provision of new public toilet facilities.



### Management and maintenance

Public toilets will be maintained to a high standard of cleanliness to support community safety, health and wellbeing.

A proactive approach to the management of public toilets will be adopted across the City of Ballarat.

## Public Toilet Planning Strategy Toolkit

1

### Capital works plan

A prioritised 10-year list of short, medium and long term actions associated with public toilet upgrades, including refurbishment, renewal and new facilities.

2

### Strategic and operational actions

A list of actions that set out a range of strategic and operational priorities regarding public toilet planning and provision across the City of Ballarat.

3

### Service and typology guide

A set of considerations to guide the type and design of public toilet facilities across the City of Ballarat.

4

### Assessment frameworks

A suite of decision making frameworks that will assist the City of Ballarat in determining ad-hoc requests to upgrade, refurbish or provide new public toilets that are not costed or listed in the capital works plan.

# Capital works plan

## A 10 year plan for public toilets

The following pages set out a 10-year capital works plan for the renewal, upgrade and provision of new public toilets across the Ballarat municipality. Actions are divided into the following timeframes:

- Short (1 - 3 years)
- Medium (4 - 6 years)
- Long (7 years +)
- Ongoing

Due to the interconnected nature of public toilet planning, many of the actions identified in the capital works plan are dependent on the delivery / commencement of other strategic planning and masterplanning processes. Please note that delivery timelines may change depending on findings from early feasibility studies, ongoing assessments of community needs, review of data, monitoring of population, other trends and external funding opportunities.

The capital works action plan should be read in conjunction with the Strategic and Operational Actions, the Service and Typology Guide and the Assessment Frameworks.

### Capital works actions key

- M** Monitor facility to inform future capital works action
- S** Further stakeholder engagement required to inform future capital works action
- F** Undertake site impact assessment / feasibility study to determine future capital works action
- C** Construct new facility
- U** Upgrade facility
- D** Decommission and/or demolish facility
- >** Delivery of action subject to further strategic planning outcomes

| Toilet   | Short Term |       |  | Medium Term |       |       | Long Term |       |       |
|--|------------|-------|--|-------------|-------|-------|-----------|-------|-------|
|  | 23/24      | 24/25 | 25/26  | 26/27       | 27/28 | 28/29 | 29/30     | 30/31 | 31/32 |
| <p><b>Little Bridge Street Public Toilets, Ballarat Central</b></p> <p>In short term, monitor usage of this facility, maintaining regular cleaning schedules to monitor condition. In short term, explore options to relocate toilets as part of the Stage 2 Bridge Mall Masterplanning and public realm upgrades. In short term, subject to feasibility and design testing, construct new or upgraded facility in Y2 or Y3.</p> | M          | F     | C  |             |       |       |           |       |       |
| <p><b>De Soza Park Public Toilets, Buninyong</b></p> <p>Undertake a site impact assessment to explore the provision of a new facility. Existing toilet located within a heritage structure and is not accessible, poorly sited and provides poor user experience. Subject to outcomes of assessment and design testing, delivery of new facility in similar location in medium term.</p>   | F          | C     |  |             |       |       |           |       |       |
| <p><b>Underground Public Toilets, Lake Wendouree</b></p> <p>Conduct a site impact assessment of a potential new public toilet at the former underground toilet location and around the southern edge of the Lake Wendouree to replace the discontinued underground public toilet.</p>  | F          | C     | Delivery subject to findings of site impact assessment |             |       |       |           |       |       |
| <p><b>South-western corner, Lake Wendouree</b></p> <p>Conduct a site impact assessment of a potential new public toilet around the south-western corner of Lake Wendouree. This should be done in conjunction with the site impact assessment of the former underground public toilet to determine the most appropriate location for a new public toilet facility.</p>   | F          | C     | Delivery subject to findings of site impact assessment |             |       |       |           |       |       |
| <p><b>Drummond Street North Public Toilets, Ballarat Central</b></p> <p>Facility is not owned by City of Ballarat. Review management arrangements and explore opportunities to decommission / demolish in short term. In medium term consider replacement of facility in alternative location within the Drummond Street North Precinct.</p>   | S          | D     | Explore replacement facility                           |             |       |       |           |       |       |
| <p><b>Alfred Walk Public Toilets, Ballarat Central</b></p> <p>This facility is not City of Ballarat owned. Broader refurbishment of the shopping centre planned. In short term, engage with private landowners/tenants to review management arrangements. In medium term, provision of new facility may be required, however this would be dependent on future actions for the public toilet at Little Bridge Street.</p>        | S          |       |  |             |       |       |           |       |       |
| <p><b>Big W Public Toilets, Ballarat Central</b></p> <p>This facility is not City of Ballarat owned. In short term, engage / advocate with current owners of the building to upgrade and / or improve management of existing facility. Potential to explore co-management arrangements or delivery of new facility in the short - medium term as part of broader shopping centre revitalisation.</p>                             | S          |       |  |             |       |       |           |       |       |
| <p><b>Victoria Park Public Toilets, Newington</b></p> <p>Facility reported as attracting anti-social behaviour, particularly around male facilities. Explore /scope design options to improve community safety and accessibility of this toilet in short term. Identified in FY 24/25 for refurbishment.</p>   | F          | U     |  |             |       |       |           |       |       |

## Capital works plan cont.

| Toilet   | Short Term |       |                              | Medium Term |                              |       | Long Term |       |       |
|--|------------|-------|------------------------------|-------------|------------------------------|-------|-----------|-------|-------|
|  | 23/24      | 24/25 | 25/26                        | 26/27       | 27/28                        | 28/29 | 29/30     | 30/31 | 31/32 |
| <p><b>Weeramar Park Public Toilets, Wendouree</b></p> <p>No stakeholder or community feedback provided on this facility. Currently identified for renewal in FY 23/24 budget as a facility that requires minor upgrades and refurbishment due to age of facility.</p>  | U          |       |                              |             |                              |       |           |       |       |
| <p><b>Wendouree West Recreation Reserve, Wendouree</b></p> <p>Monitor the need for the provision of new public toilet in this location. It is noted there is already an existing, limited access facility in this location. Potential for delivery of new facility in the medium - longer term.</p>  | M          |       |                              |             |                              |       |           |       |       |
| <p><b>Albert Street Toilets - Parent Place, Ballarat Central</b></p> <p>Facility identified in FY 23/24 budget for refurbishment. Prior to update of facility, confirm timing and status of Ballarat Library refurbishment and provision of public toilet facilities with regard to Parents Place components. Reported higher levels of maintenance required for this facility and its location / siting has been reported as an issue among stakeholders and the community.</p> | M          | F     | U                            |             |                              |       |           |       |       |
| <p><b>Ballarat Town Hall Disability Access Toilet, Ballarat Central</b></p> <p>Facility is well located, however has been cited as difficult to find. Improve signage and wayfinding to this facility in short term.</p>   | F          | U     |                              |             |                              |       |           |       |       |
| <p><b>Brown Hill Reserve Public Toilets, Brown Hill</b></p> <p>Location identified for a new public toilet. Confirm and align with outcomes of the Brown Hill Masterplan with regard to location, design and siting. Consideration for inclusion of accessible change rooms if being delivered as part of proposed Brown Hill Splash park.</p>   |            | S     | F                            | C           | Pending Masterplan process → |       |           |       |       |
| <p><b>Prince of Wales Park, Lake Gardens</b></p> <p>Location identified for a new public toilet. It is noted that an existing toilet is already located here, attached as an amenity to the sports building. It is not fully accessible to the public for usage. In short term, advocate for delivery in conjunction with the implementation of future Prince of Wales Park Masterplan. Subject to site and design assessment, deliver new facility in medium term.</p>          |            | S     | F                            | C           | Pending Masterplan process → |       |           |       |       |
| <p><b>Llanberris Athletics Reserve Public Toilet, Golden Point</b></p> <p>Review management arrangements of this facility. Further investigations required to understand the future of Llanberris Reserve. Depending on future timeframes of broader reserve upgrades, provision of new facility may be required. Action subject to outcomes of Commonwealth Games Legacy projects.</p>  |            | S     | Pending Masterplan process → |             |                              |       |           |       |       |
| <p><b>Llanberris Athletics Reserve Accessible Public Toilet, Golden Point</b></p> <p>Review management arrangements of this facility. Further investigations required to understand the future of Llanberris Reserve. Depending on future timeframes of broader reserve upgrades, provision of new facility may be required. Action subject to outcomes of Commonwealth Games Legacy projects.</p>   |            | S     | Pending Masterplan process → |             |                              |       |           |       |       |

## Capital works plan cont.

| Toilet  | Short Term |       |                                 | Medium Term                  |  |       | Long Term |       |       |
|---|------------|-------|---------------------------------|------------------------------|--|-------|-----------|-------|-------|
|   | 23/24      | 24/25 | 25/26                           | 26/27                        | 27/28                                  | 28/29 | 29/30     | 30/31 | 31/32 |
| <p><b>Ballarat Showgrounds Public Toilets, Wendouree</b></p> <p>Existing facility proposed to be demolished and replaced as part of redevelopment of the site.</p>  |            |       | D                               | Explore replacement facility |  |       |           |       |       |
| <p><b>Black Hill Reserve, Black Hill</b></p> <p>Location identified for a new public toilet. Undertake site impact assessment in the short term to deliver new public toilet within this area. Provision of new facility to have regard to reported cases of anti-social behaviour in this area. Development of new facility to form a medium - longer term priority and to be provided as part of the implementation of the Black Hill Reserve Masterplan.</p> |            |       | F                               | C                            | Align with future Masterplan outcomes. |       |           |       |       |
| <p><b>City Oval Public Toilet, Lake Wendouree</b></p> <p>Review management arrangements of this facility in short term. Undertake feasibility assessment to determine location and siting of a new facility, taking into consideration planned provision of a new toilet as part of the City Oval Masterplan.</p>   |            | M     | Align with Masterplan outcomes. |                              |  |       |           |       |       |
| <p><b>Marty Busch Reserve Public Toilets - No 2 Change Rooms, Sebastopol</b></p> <p>Masterplan has been adopted. Confirm and align with outcomes of the Marty Busch Reserve Masterplan with regard to location, design and siting.</p>  |            | M     | Align with Masterplan outcomes. |                              |  |       |           |       |       |
| <p><b>Marty Busch Reserve Public Toilets, Sebastopol</b></p> <p>Masterplan has been adopted. Confirm and align with outcomes of the Marty Busch Reserve Masterplan with regard to location, design and siting.</p>  |            | M     | Align with Masterplan outcomes. |                              |  |       |           |       |       |
| <p><b>Yorkdale Estate Public Toilets, Delacombe</b></p> <p>Currently no public toilets in this location. Adjacent to new playground, as part of development of Yorkdale. Review the provision / need of public toilet in this location alongside update to the Public Open Space Strategy. Potential to provide new facility in medium term.</p>  |            |       |                                 | M                            |  |       |           |       |       |
| <p><b>Lake Wendouree - South Gardens Public Toilets, Lake Wendouree</b></p> <p>This facility received generally positive feedback from the community. Contains hooks and toilet seat for community use. Identified in FY 23/24 budget for renewal / upgrades.</p>   |            |       |                                 | U                            |  |       |           |       |       |
| <p><b>Victoria Park (southern end), Newington</b></p> <p>Undertake a site impact assessment to explore the provision of new public toilet located within the southern portion of Victoria Park. Subject to findings of assessment, delivery of new facility in the medium - longer term.</p>  |            |       |                                 | F                            | C                                      |       |           |       |       |
| <p><b>Miners Rest Reserve Public Toilet, Miners Rest</b></p> <p>No specific mention about this facility in community or stakeholder engagement. Location, siting and accessibility of toilet to be reviewed. Potential need of renewal or replacement in medium term.</p>   |            |       |                                 | M                            |  |       |           |       |       |

## Capital works plan cont.

| Toilet  | Short Term |       |       | Medium Term |       |                                | Long Term                                    |       |       |
|---|------------|-------|-------|-------------|-------|--------------------------------|--|-------|-------|
|   | 23/24      | 24/25 | 25/26 | 26/27       | 27/28 | 28/29                          | 29/30  | 30/31 | 31/32 |
| <p><b>Eureka Gardens Stockade Public Toilets, Eureka</b></p> <p>Reported ongoing maintenance issues and anti-social behaviour around these facilities. These toilets are outdoor and disconnected from the Community Hall and have accessibility issues. Maintain facility and continue to monitor regularly.</p>   |            |       |       | M           |       |                                |  |       |       |
| <p><b>Armstrong Street Public Toilets, Ballarat Central</b></p> <p>Facility is not owned by City of Ballarat. Review management arrangements and explore opportunities to decommission / demolish in short term. In medium term consider replacement of facility in alternative location of Armstrong Street North precinct and consider replacement in medium to longer term</p> |            |       |       | S           | D     | Explore replacement facility → |  |       |       |
| <p><b>Eastern Oval 1- Female, Ballarat East</b></p> <p>Engage with relevant stakeholders to confirm status of masterplanning process. Advocate for delivery of new facility through masterplanning process.</p>   |            |       |       | S           | F     | C                              | Pending confirmation of Masterplan process → |       |       |
| <p><b>Eastern Oval 2 - Female, Ballarat East</b></p> <p>Engage with relevant stakeholders to confirm status of masterplanning process. Advocate for delivery of new facility through masterplanning process.</p>  |            |       |       | S           | F     | C                              | Pending confirmation of Masterplan process → |       |       |
| <p><b>Eastern Oval 1 - Male, Ballarat East</b></p> <p>Engage with relevant stakeholders to confirm status of masterplanning process. Advocate for delivery of new facility through masterplanning process.</p>  |            |       |       | S           | F     | C                              | Pending confirmation of Masterplan process → |       |       |
| <p><b>Eastern Oval 2 - Male, Ballarat East</b></p> <p>Engage with relevant stakeholders to confirm status of masterplanning process. Advocate for delivery of new facility through masterplanning process.</p>  |            |       |       | S           | F     | C                              | Pending confirmation of Masterplan process → |       |       |
| <p><b>Midlands Reserve Public Toilets, Ballarat North</b></p> <p>This a recently developed facility in relation to the splash park. As population and community need grows over time, monitor the need for upgrade or renewal to expand capacity and include changing rooms. Align outcomes with the City of Ballarat Aquatic Strategy that is being developed.</p>               |            |       |       | M           |       |                                |  |       |       |
| <p><b>Golden Point Lookout Public Toilets, Golden Point</b></p> <p>No community feedback on this facility. Continue to maintain and manage. In medium - longer term, explore management arrangements or consider replacement facility.</p>  |            |       |       |             |       |                                | M  |       |       |
| <p><b>Scotsburn Hall Reserve Public Toilet</b></p> <p>This is an older public toilet block. Consider replacement of facility in longer term with more contemporary and accessible design. Facility maintained by a Committee of Management.</p>   |            |       |       |             |       |                                | M  |       |       |
| <p><b>Buninyong Botanic Gardens Public Toilets</b></p> <p>No community or stakeholder feedback on this facility. Continue to maintain and manage in short - medium term. In longer term, consider replacing facility in conjunction with masterplanning process to inform the design and siting of this location.</p>   |            |       |       |             |       |                                | M  | F     | C     |

## Capital works plan cont.

## Ongoing (Maintain and monitor)

| Public Toilet   | Action / notes   |
|---|--|
| <b>Alexander Park Learmonth Public Toilets, Learmonth</b>                               | No community or stakeholder feedback on this facility. Continue to maintain and manage.  |
| <b>Lake Learmonth - Yacht Club Public Toilets</b>                                       | No community or stakeholder feedback on this facility. Continue to maintain and manage in short - medium term. In longer term, consider accessible replacement facility.   |
| <b>Alfredton Sports Pavilion Public Toilets , Alfredton</b>                             | Reported ongoing maintenance issues on internal fixtures and facilities. Maintain facility and continue to monitor regularly.  |
| <b>Cardigan Village Public Toilet, Cardigan Village</b>                                 | No community or stakeholder feedback on this facility. Continue to maintain and manage.  |
| <b>Charles Edward Brown Reserve Public Toilets , Wendouree</b>                          | No community or stakeholder feedback on this facility. Continue to maintain and manage.  |
| <b>Djila - tjarriu / Ballymanus Reserve Public Toilets, Alfredton</b>                   | New facility has recently been delivered as part of the new park. Reported ongoing maintenance issues on internal fixtures and facilities. Maintain facility and continue to monitor regularly. If further issues with maintenance continue, explore design upgrades / improvements to facility. |
| <b>Doug Dean Reserve Public Toilets, Delacombe</b>                                      | No community or stakeholder feedback on this facility. Continue to maintain and manage.  |
| <b>Howitt Street Shopping Centre Car Park Public Toilet, Wendouree</b>                  | Recently built facility. Known challenge around maintenance and location. Maintain facility and continue to monitor regularly.   |
| <b>Lake Esmond Public Toilets, Canadian</b>   | No community or stakeholder feedback on this facility. Continue to maintain and manage.  |
| <b>Ballarat Grammar Boat Shed Public Toilets, Lake Wendouree</b>                        | Reported difficulties finding this toilet. Opening hours cited as an issue. Explore short term opportunities to improve wayfinding / signage to this facility.   |
| <b>Ballarat Yacht Club Public Toilets, Lake Wendouree</b>                               | Reported difficulties finding this toilet. Opening hours cited as an issue. Explore short term opportunities to improve wayfinding / signage to this facility.   |
| <b>Canoe Club Public Toilets, Lake Wendouree</b>  | Reported difficulties finding this toilet. Opening hours cited as an issue. Explore short term opportunities to improve wayfinding / signage to this facility.   |
| <b>North Gardens Public Toilets - Female, Lake Wendouree</b>                            | No community or stakeholder feedback on this facility. Continue to maintain and manage.  |
| <b>North Gardens Public Toilets - Male, Lake Wendouree</b>                              | No community or stakeholder feedback on this facility. Continue to maintain and manage.  |
| <b>North Gardens Public Toilets - Adult change place and accessible, Lake Wendouree</b> | No community or stakeholder feedback on this facility. Continue to maintain and manage.  |



## Capital works plan cont.

| Public Toilet  | Action / notes   |
|--|--|
| <b>Lucas District Park Public Toilet , Lucas</b>                   | Recently developed facility. Known challenge on maintenance and vandalism. Maintain facility and continue to monitor regularly. If further issues with maintenance continue, explore design upgrades / improvements to facility  |
| <b>Morshead Park Public Toilets, Redan</b>                         | This facility has been recently renewed / upgraded. Some feedback of these facilities not being clean. Maintain facility and continue to monitor regularly.  |
| <b>Mount Buninyong Public Toilets, Buninyong</b>                   | No community or stakeholder feedback on this facility. Continue to maintain and manage.  |
| <b>Mount Pleasant Reserve Public Toilets, Mount Pleasant</b>       | No community or stakeholder feedback on this facility. Continue to maintain and manage. This facility has been recently developed.   |
| <b>MR Power Reserve Public Toilet, Sebastopol</b>                  | Recently developed facility. Known challenges of maintenance and vandalism. Maintain facility and continue to monitor regularly. If further issues with maintenance continue, explore design upgrades / improvements to facility.  |
| <b>Northern Oval Reserve (SE) Public Toilet, Wendouree</b>         | City of Ballarat maintains the facility but does not clean. Facility only open on game days. Continue to maintain and manage.  |
| <b>Northern Oval Reserve (SW) Public Toilet, Wendouree</b>         | City of Ballarat maintains the facility but does not clean. Facility only open on game days. Continue to maintain and manage.  |
| <b>Russell Square Public Toilets, Ballarat East</b>                | Identified from community as higher usage facilities from visitors to Black Hill Reserve. Monitor need for upgrade in the medium term, in parallel with actions for Black Hill Reserve.  |
| <b>Sebastopol Library Public Toilets, Sebastopol</b>               | Toilet was recently developed as part of Sebastopol Library. Continue to maintain and manage.  |
| <b>Sparrow Ground Reserve Public Toilet , Canadian</b>             | No community or stakeholder feedback on this facility Recently developed facility. Continue to maintain and manage.  |
| <b>Victoria Park Inclusive Playspace Public Toilets, Newington</b> | This facility includes an adult hoist, and receives occasional damage. Communication required to ensure others know where other Changing Places are. Convert to Master Locksmiths Access Keys (MLAK) This will form part of the strategic actions. Regular reports to damage of internal fixtures. |
| <b>Victory Park Public Toilet, Sebastopol</b>                      | A public toilet located next to Sebastopol Water Play Park (Victory Park). Suggest to continue maintain.   |
| <b>Western Oval Public Toilets, Ballarat Central</b>               | Recently developed facility. Known challenges of maintenance and vandalism. No community or stakeholder feedback. Maintain facility and continue to monitor regularly.   |
| <b>White Flat Public Toilets, Ballarat Central</b>                 | Recently developed facility. No specific mention about this facility in community or stakeholder engagement. Continue to maintain and manage.  |

# Strategic and operational actions



## Location and distribution

| Action  | Timeframe      |
|---|----------------|
| 1 To assess ad-hoc requests for upgrades or new public toilets from stakeholders or the community, apply the <b>Assessment Framework</b> outlined in the Public Toilet Toolkit  | Ongoing        |
| 2 Monitor the need for a new public toilet at Midvale Shopping Centre, or along Geelong Road between Buninyong and Ballarat Central.  | Short - medium |
| 3 Monitor the need to provide a new public toilet around Pleasant Park, having regard to proposed upgrades to public toilets at City Oval (Intercultural Garden) and Drummond Street in the short - medium term.  | Short - medium |
| 4 Undertake a site impact assessment to explore the provision of a new public toilet to replace the discontinued underground toilet adjacent to Loreto College or the provision of a new public toilet around the south-western corner of Lake Wendouree. The assessment should consider: <ul style="list-style-type: none"> <li>- A SWOT analysis of the preferred site location and siting of the new toilet</li> <li>- Services and utilities provision</li> <li>- Urban design, safety (CPTED) and environmental design outcomes</li> <li>- Social and gender impact assessment</li> <li>- Site condition</li> <li>- Planning requirements e.g. Heritage Overlay</li> <li>- Subject to findings of the impact assessment, preparation of a business case to unlock implementation and funding may be required.</li> </ul> | Short          |
| 5 As an interim measure to mitigate spatial gaps along the southern edge of the Lake, consider the provision of signage showing walking distance to nearby public toilets, for example at City Oval, Victoria Park and the Ballarat Aquatic and Lifestyle Centre.   | Short          |
| 6 Improve wayfinding and signage to public toilets around Lake Wendouree, including display of opening hours on the doors.  | Short          |
| 7 Advocate for inclusion of a new destination public toilet in Bridge Mall, through the Bridge Mall masterplanning process.   | Short          |
| 8 Subject to outcomes of above action, exploration of alternative locations for the provision of a new destination public toilet in Bridge Mall area may be required.   | Short - medium |

| Action |  | Timeframe       |
|--------|--|-----------------|
| 9      | Engage with landowners of Norwich Plaza to discuss potential of a new public toilet provision as part of future upgrades to the Plaza.   | Medium          |
| 10     | <p>Subject to outcomes of Bridge Mall masterplanning process, undertake a site impact assessment to identify alternative locations for a new public toilet in the Little Bridge Street area. The assessment should consider:</p> <ul style="list-style-type: none"> <li>- SWOT analysis of preferred site location and siting</li> <li>- Services and utilities provision</li> <li>- Urban design, safety (CPTED) and environmental design outcomes</li> <li>- Social and gender impact assessment</li> <li>- Site condition</li> </ul> <p>Subject to findings of the impact assessment, preparation of a business case / implementation plan may be required.</p> | Short - medium  |
| 11     | Continue to operate and manage public toilets in regional Ballarat and monitor the need to increase public toilet provision with reference to the <b>Assessment Framework</b> outlined in the Public Toilet Toolkit.   | Ongoing         |
| 12     | Align the updated Open Space Strategy with the recommendations of this Strategy with regard to the public toilet <b>Service and Typology Guide</b> .   | Short           |
| 13     | Advocate for the inclusion of new public toilet facilities as part of major open space masterplanning processes.   | Ongoing         |
| 14     | Partner with relevant departments, agencies and Committees of Management to advocate for the provision of new public toilets in key locations on crown land.   | Ongoing         |
| 15     | Consider, on a case-by-case basis, the utilisation of existing co-located toilets in sports pavilions to increase the network of public toilets in locations where there are future provisional gaps.  | Ongoing         |
| 16     | Monitor the need to provide new public toilets adjacent to playspaces on a case-by-case basis, with reference to the <b>Assessment Framework</b> outlined in the Public Toilet Toolkit.  | Ongoing         |
| 17     | Ensure that new, accessible public toilets are provided as part of the delivery of new / future community and social infrastructure.   | Ongoing         |
| 18     | Identify and monitor future (planned and funded) community infrastructure that will be developed over the next 5 years to ensure that new, accessible public toilet facilities are provided in conjunction with the development.   | Short - ongoing |
| 19     | Monitor demographic change and levels of development activity occurring in Ballarat's residential growth areas. Should new public toilets be required, advocate with the private sector to deliver new facilities that meet the minimum requirements set out in this Strategy.   | Ongoing         |
| 20     | Explore opportunities to improve provision and management of public toilets in early planning processes and as part of negotiations with developers.   | Ongoing         |



## Public toilet design

| Action |   | Timeframe      |
|--------|---|----------------|
| 21     | When building new public toilets, the typology of the facility should be contextual to its location. In first instances, apply the <b>Service and Typology Guide</b> to determine what type of public toilet should be developed. | Ongoing        |
| 22     | Standardise the provision of fixtures and fittings across the existing public toilet network in accordance with the <b>Service and Typology Guide</b> .   | Short - medium |
| 23     | Apply the Crime Prevention Through Environmental Design principles for the upgrade and delivery of new public toilet facilities.  | Ongoing        |
| 24     | Review and monitor data to identify facilities that have the highest levels of energy, water and utilities consumption.   | Ongoing        |
| 25     | Where possible, refurbish and upgrade existing public toilets rather than demolishing them.   | Ongoing        |
| 26     | Integrate Ecologically Sustainable Design principles into all new public toilets.   | Ongoing        |
| 27     | When developing new all-service public toilets, ensure that sustainable design principles are incorporated.   | Ongoing        |



## Public toilets for everyone

| Action  | Timeframe       |
|---|-----------------|
| 28 Apply universal design principles to all public toilet renewals and upgrades.  | Ongoing         |
| 29 As part of the ongoing building audit, undertake a condition and accessibility audit of all City of Ballarat owned and managed public toilet facilities, assessing each against their compliance with AS1428.1.  | Short - Ongoing |
| 30 Based on the findings of the audit, identify and prioritise upgrades of high-usage, existing public toilets that do not currently meet the minimum requirements of AS1428.1.   | Ongoing         |
| 31 Review and update the condition and accessibility audit every 5 years.   | Ongoing         |
| 32 Provide integrated and accessible parents' rooms in key destinations that attract younger people and families. These spaces may be shared with accessible public toilets.  | Short - ongoing |
| 33 Undertake community engagement when upgrading or providing a new standard or destination public toilet in locations where there is higher proportion of people who are culturally and linguistically diverse.  | Ongoing         |
| 34 When building or upgrading a new standard or destination public toilet, ensure that at least one cubicle is assigned as an all gender toilet for use by everyone.  | Ongoing         |
| 35 Maintain at least one single-gender male and female toilet cubicle in destination and standard public toilets (refer to <b>Service and Typology Guide</b> ).   | Ongoing         |
| 36 Upgrade accessible cubicles in high usage public toilets in key locations to accommodate a more inclusive range of fixtures, fittings, and signage (see <b>Service and Typology Guide</b> ).   | Short - ongoing |
| 37 Investigate the possible adoption of a new approach to signage that indicates the fittings and features within public toilets and cubicles, rather than indicating the expected gender of users.   | Short - ongoing |
| 38 Review and update existing policies, local laws and other regulations that impact the guiding principles outlined in this Strategy and affect the City of Ballarat's ability to provide inclusive, accessible, and safe public toilets for everyone.   | Short           |
| 39 Monitor the need to provide an additional 24 hour public toilet facility in Central Ballarat. This should be done in conjunction with engagement with relevant stakeholders and other City of Ballarat strategies. In short term, consider ways to promote 24 hour access of existing Alfred Deakin Place public toilet. | Short           |
| 40 Install key-lock foam hand soap dispensers in high-use public toilets.   | Short           |

| Action  | Timeframe       |
|---|-----------------|
| 41 Provide sanitary disposal bins in female and all gender public toilets.  | Short - medium  |
| 42 As part of the building and public toilet facilities audit, review the existing provision of sanitary disposal bins and monitor usage/maintenance. Determine provision of sanitary disposal bins in male public toilets on a case-by-case basis.   | Short - medium  |
| 43 Install door hooks in all public toilets across the City of Ballarat.  | Ongoing         |
| 44 Install toilet seats in all existing female and accessible public toilets. Where existing toilet bowls are unable to accommodate a toilet seat, ensure that future facility upgrades provide appropriate replacements.   | Short - ongoing |
| 45 Maintain availability of female-only public toilets in high use / key locations.   | Ongoing         |
| 46 Publish a list of all City of Ballarat owned and managed public toilets on the City of Ballarat website, including Changing Places toilets. This should include an image of the facility, its address, opening hours and amenities that are provided. Update on an annual basis.   | Short           |
| 47 Update the National Public Toilet map to ensure all City of Ballarat owned and managed public toilets are listed. This also includes toilet amenities that are provided within City of Ballarat buildings that are available for public use.   | Short - medium  |
| 48 Promote and communicate the availability of Master Locksmiths Access Keys (MLAK) for people with bladder or bowel challenges through existing support networks, such as the Continence Foundation of Australia.  | Short - medium  |
| 49 Update the signage on all public toilets to show (at a minimum) opening hours, features inside the toilet and contact details to report a maintenance issue.   | Short           |
| 50 Undertake a site impact assessment to explore the provision of a new Changing Places facility in the Central Ballarat area. This may be in conjunction with exploration of a new destination public toilet at Bridge Mall. The assessment should include engagement with people and groups who currently use Changing Places facilities. | Ongoing         |
| 51 Advocate to Changing Places Australia for inclusion of all Changing Places and Full Adult Changing rooms to be included on the Change Places Australia map.  | Short           |
| 52 Engage and partner with the private sector and other government agencies to advocate for the provision of new Changing Places facilities as part of new major developments.  | Ongoing         |



## Management and maintenance

| Action |  | Timeframe      |
|--------|--|----------------|
| 53     | Develop a municipal wayfinding Strategy to improve the promotion and accessibility of public toilets.  | Short - medium |
| 54     | As part of the municipal wayfinding Strategy, explore the need to place information on the 'next' closest toilet information on public toilet signs.   | Short - medium |
| 55     | Update public toilet signage across all public toilets to provide clear information on the amenities provided in each facility. Prioritise high usage and destination public toilets.  | Short - medium |
| 56     | Undertake a public awareness campaign to promote the location and availability of public toilets across the Ballarat municipality. This may include explanation of the type of public toilets, features and amenities that are available for community use.                      | Short - medium |
| 57     | Continue to review the Capital Works Plan periodically every 3 – 5 years and update actions as required  | Ongoing        |
| 58     | Continue to undertake condition assessments of public toilets every 5 years  | Ongoing        |
| 59     | Continue to record and collect information about usage and cleaning performance using counters or other data collection methods.   | Ongoing        |
| 60     | Continue to record all reports and instances of anti-social behaviour and reactive maintenance and monitor over time to identify key hot spots. Use this data as an evidence base to inform prioritisation of upgrades and renewals as part of the <b>Assessment Framework</b> . | Ongoing        |
| 61     | Promote the use of Snap, Send and Solve app to report and monitor condition and maintenance issues.  | Short          |
| 62     | Review and assess as needed provision of RV dump points in consultation with Caravan Park operators.   | Short - medium |
| 62     | Rationalise and update the City of Ballarat's list of public toilets and GIS database to accurately reflect the current network of public toilets.   | Short          |
| 64     | Maintain cleaning frequency of high use facilities.  | Ongoing        |
| 65     | Monitor, review and update as necessary cleaning and maintenance schedules to align with levels of usage and peak demand. This may change seasonally.  | Ongoing        |
| 66     | Database all feedback and complaints received about reactive maintenance to support the evidence base for the <b>Assessment Framework</b> .  | Ongoing        |
| 67     | Monitor the need to increase the capacity of existing public toilets at key destination that host regular large-scale events.  | Ongoing        |
| 68     | Ensure the provision of all accessible public toilets at City of Ballarat run and managed events.  | Ongoing        |

# Service and typology guide

## Basic public toilet

| Features                             | Composition  |
|--------------------------------------|--|
| <b>Configuration</b>                 | <ul style="list-style-type: none"> <li>At least one accessible toilet cubicle.</li> <li>The other cubicle may be an all-gender toilet.</li> </ul>  |
| <b>Recommended internal fittings</b> | <ul style="list-style-type: none"> <li>Stainless steel toilet</li> <li>Toilet seat</li> <li>Concealed cistern and pipes</li> <li>Dual flush</li> <li>Jumbo roll</li> <li>Foam hand soap and dispenser</li> <li>Sanitary disposal bin</li> <li>Accessible fittings per AS1428.1</li> </ul>      |
| <b>Recommended external fixtures</b> | <ul style="list-style-type: none"> <li>At grade pathway.</li> <li>Facility sited with access from an accessible car parking space.</li> <li>Signage showing opening hours, features inside the toilet, contact details / QR code to report maintenance issues.</li> <li>Lighting.</li> </ul>   |
| <b>Minimum Cubicles</b>              | <ul style="list-style-type: none"> <li>2</li> </ul>  |
| <b>Opening Hours</b>                 | <ul style="list-style-type: none"> <li>Dawn - dusk</li> </ul>  |
| <b>Minimum Cleaning Frequency</b>    | <ul style="list-style-type: none"> <li>At least 3 - 4 times per week.</li> </ul>   |
| <b>Example Locations</b>             | <ul style="list-style-type: none"> <li>Local and neighbourhood public open spaces.</li> <li>At key locations along linear trails/shared paths.</li> <li>Local destinations that people spend time (e.g. local shopping village, playspaces).</li> <li>Other moderate use locations.</li> </ul> |

### Example facilities

#### Len T. Fraser Reserve Public Toilets



#### Royal Park, Melbourne



#### The Portland Loo



#### The City of Darebin





# Service and typology guide

## Standard public toilet

| Features                             | Composition  |
|--------------------------------------|--|
| <b>Configuration</b>                 | <ul style="list-style-type: none"> <li>At least one accessible toilet cubicle.</li> <li>At least one single-gender male and one single-gender female toilet.</li> </ul>  |
| <b>Recommended internal fittings</b> | <ul style="list-style-type: none"> <li>All basic features as above.</li> <li>Door hooks on back of cubicles.</li> <li>Baby change table provided in locations near key playgrounds and youth/family-orientated destinations, assessed on a case-by-case basis.</li> </ul>              |
| <b>Recommended external fixtures</b> | <ul style="list-style-type: none"> <li>All basic fixtures.</li> <li>Permeable privacy screening.</li> <li>CCTV may be provided.</li> <li>If facility located near a splash park, consideration for additional changing room/s may be required.</li> </ul>                              |
| <b>Minimum Cubicles</b>              | <ul style="list-style-type: none"> <li>3</li> </ul>  |
| <b>Opening Hours</b>                 | <ul style="list-style-type: none"> <li>Dawn - dusk</li> </ul>  |
| <b>Minimum Cleaning Frequency</b>    | <ul style="list-style-type: none"> <li>At least once per day.</li> <li>Some standard facilities that have high foot traffic may be cleaned multiple times per day.</li> </ul>  |
| <b>Example Locations</b>             | <ul style="list-style-type: none"> <li>Neighbourhood parks.</li> <li>Reserves and open space.</li> <li>Adjacent to district level or other high use playspaces.</li> <li>Local or major activity centres.</li> <li>Other high use locations such as sports reserves, ovals.</li> </ul> |

### Example facility

#### North Gardens Accessible Public Toilets



#### City of Port Phillip



#### Bendigo City Council



#### City of Knox



# Service and typology guide

## Destination public toilet

| Features                             | Composition   |
|--------------------------------------|---|
| <b>Configuration</b>                 | <ul style="list-style-type: none"> <li>At least two accessible toilet cubicles.</li> <li>At least one single-gender male and one single-gender female toilet.</li> </ul>  |
| <b>Recommended internal fittings</b> | <ul style="list-style-type: none"> <li>All standard features.</li> <li>Mirror in accessible / all gender public toilet cubicles.</li> <li>Baby change table / parents room.</li> </ul>  |
| <b>Recommended external fixtures</b> | <ul style="list-style-type: none"> <li>All standard fixtures.</li> <li>Communal hand washing facilities outside of the cubicle may be provided.</li> <li>A safe and secure refuge for assistance animals.</li> <li>CCTV.</li> <li>Rubbish bins.</li> <li>Dual water bowl and water fountain.</li> <li>Weather protection / canopy.</li> <li>Exterior walls may include public art / mural.</li> </ul> |
| <b>Minimum Cubicles</b>              | <ul style="list-style-type: none"> <li>4</li> </ul>   |
| <b>Opening Hours</b>                 | <ul style="list-style-type: none"> <li>24 hours</li> </ul>  |
| <b>Minimum Cleaning Frequency</b>    | <ul style="list-style-type: none"> <li>At least 4 times per day.</li> </ul>   |
| <b>Example Locations</b>             | <ul style="list-style-type: none"> <li>Regional / municipal parks and open space.</li> <li>Major sporting or events locations.</li> <li>High use recreation reserves.</li> <li>Regional playgrounds.</li> <li>Large activity centres.</li> <li>Central Ballarat.</li> <li>Other high-use locations such as Information Centres or tourist destinations.</li> </ul>                                    |

### Example facility

Alfred Deakin Place Public Toilets



Centennial Park, Sydney



Prima Park, Sydney



City of Kingston



## Assessment framework 1

# Upgrading an existing facility

This decision making framework should be used in determining the ad-hoc request to upgrade or refurbish a public toilet that is not currently listed in the capital works plan.

## 1. Is the existing facility in good condition?

Condition

### Condition

Considerations include:

- Overall age and condition of facility.
- Level of accessibility
- Continued presence of vandalism or graffiti.
- Facilities are unhygienic and difficult to maintain / clean.
- Obvious signs of wear on the existing facilities within the toilet.

### Resources

- Public toilet audit data.
- Empirical observations or anecdotal information from the community, City of Ballarat staff, cleaning, service or maintenance contractors.
- Maintenance expenditure tracking.
- Compliance with relevant Australian Standards.

## 2. Is there a demonstrated community demand to be replaced or refurbished?

Demand

### Demand

Considerations include:

- Community submissions, petitions or ad-hoc requests.
- Feedback through community and stakeholder consultation processes.

### Resources

- Evidence from the community or municipal audits / records that a City of Ballarat facility is not adequately functioning.
- Ongoing issues with safety, maintenance or accessibility
- Continued maintenance requests from community or operations.
- Feedback / data from community surveys.

## 3. Does the existing toilet have a high level of usage?

Usage

### Usage

Considerations include:

- Siting and location of the facility.
- Presence of vandalism or damage.
- Facilities are unhygienic and difficult to maintain / clean
- Known anti-social behaviour issues.

### Resources

- Usage counters.
- CCTV (if available)
- Empirical observations or anecdotal information from the community, City of Ballarat staff, cleaning, service or maintenance contractors

## 4. Is the existing toilet accessible, safe and well-designed?

Design &amp; siting

### Design and siting

Considerations include:

- Compliance with relevant codes and legislation.
- Universal access.
- Types of fixtures or fittings.
- Siting and location of the facility.

### Resources

- Australian Standard 1428.1
- Assessment against universal design principles.
- Reverent City of Ballarat masterplans, policies and strategies.

## 5. Is the existing facility safe and inclusive for everyone to use?

Safe &amp; inclusive

### Safety and inclusivity

Considerations include:

- Crime prevention through environmental design.
- Universal access.
- Types of fixtures or fittings.
- Cleanliness.
- Opening hours.

### Resources

- Assessment against CPTED principles.
- Gender Impact Assessment.
- Review of cleaning and opening hours schedules
- Other relevant City of Ballarat policies and strategies for health, wellbeing and inclusion.

Based on the guiding principles of this Strategy and assessment against the above decision making considerations, if there is not a demonstrated community need to upgrade an existing facility, then no further action is required.

## Assessment framework 2

# Providing a new facility

This decision making framework should be used to assist the City of Ballarat in determining the outcome of an ad-hoc request for provision of a new public toilet that is not currently listed in the capital works plan.

### Existing provision

#### 1. Is there an existing or planned public toilet nearby?

##### Existing provision

Considerations include:

- Existing facilities that are located within 400 metres from the proposed location
- Presence of private or other toilets for community usage that are accessible to within 400 metres from the proposed location (e.g. libraries, indoor sport centres)

##### Resources

- Open Space Strategy.
- Activity Centre Strategy.
- Public Toilet Capital Works Plan.
- Relevant masterplans or structure plans.
- GIS database mapping.
- National Toilet Map.

### Strategic alignment

#### 2. Is there an existing strategy, plan or policy that recommends a new public toilet in this location?

##### Strategic alignment

Considerations include:

- Surrounding land uses.
- Diversity and type of activities.
- Visitor catchment (local, regional, state).

##### Resources

- City of Ballarat strategies, masterplans and / or relevant policies

### Context

#### 3. Is the location a destination in a high pedestrian catchment?

##### Context

Considerations include:

- Surrounding land use context.
- Nearby destinations that are frequented by pedestrians .
- Types of activities near the proposed location.
- Type of visitors the destination attracts (local, regional, international, etc.)
- Proximity of public transport.
- Length of time spent by visitors in this location.

##### Resources

- Activity Centre Strategy
- Open Space Strategy
- Playspace Strategy
- Visitor Economy Strategy
- Traveller Experience Plan

### Community benefit

#### 4. Will a new toilet enhance community safety and inclusion in this location?

##### Community benefit

Considerations include:

- Contribution to existing public toilet network.
- Addressing the needs of different user groups.
- Improving perceptions of safety in the surrounding area.
- Supporting health and wellbeing outcomes

##### Resources

- Gender Impact Assessment
- Requirements of the Disability Discrimination Act (DDA)
- Crime Prevention Through Environmental Design (CPTED) guidelines
- Ecologically Sustainable Development (ESD) guidelines

Based on the guiding principles of this Strategy and assessment against the above decision making considerations, if there is not a demonstrated community need to upgrade an existing facility, then no further action is required.

