

CITY OF SOUTH PERTH

# PUBLIC TOILET PLAN

2020-2035



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## Acknowledgement of Country

We acknowledge and pay our respects to the traditional custodians of this land, the Whadjuk people of the Noongar nation and their Elders past, present and future.

## Introduction

Public toilets are necessary for everyone and are especially important for families, older people, children, people with disabilities, women and tourists.

This Public Toilet Plan has been developed using stakeholder engagement, research, community demographic profiling, government guidelines, and statutory requirements.

## City of South Perth Vision

A city of active places and beautiful spaces. A connected community with easily accessible, vibrant neighbourhoods and a unique, sustainable natural environment.

The Public Toilet Plan supports the delivery of the City's Strategic Community Plan 2020-2030

## Purpose of the Plan

The Public Toilet Plan is a guide to help determine the location, quality and use of the City's public toilets in order to provide facilities to our community. The Plan will inform the City's Asset Management Plan, providing guidance on the planning, construction, maintenance, and operation of public toilet infrastructure within the City of South Perth.

### Vision

To provide safe, clean, accessible public toilets that are available for people of all ages, gender and ability.

### Principles

Nine associated principles have been developed to assist in setting the strategic direction of the City's public toilet facilities into the future:

1. Catchment - ensure public toilets are available, where possible, in a catchment of 800m or a 10 minute walking distance
2. Provision – provide public toilets on regional, district and neighbourhood reserves only (not local parks)
3. Community safety – consider Crime Prevention through Environmental Design (CPTED) principles for all toilet upgrades and replacements, including the removal of privacy walls
4. Sustainability - consider Environmental Sustainable Design (ESD) principles for all toilet upgrades and replacements

5. Access and Inclusion - ensure access and inclusion is optimised (including surrounding accessibility from paths/carparks)
6. Centralisation - ensure a central location and placement of open facing toilet facilities that are highly visible
7. Cost recovery - optimise cost recovery by investigating appropriate toilet management strategies (e.g. investigate the provision of auto-locks to replace security patrols and manual locking of public toilet facilities)
8. Hazard reduction - reduce potential safety hazards for the community who access public toilets by publicly advertising community health messages, toilet hygiene practices, cleaning schedules, opening and closing times etc. within the toilets and on associated communications platforms such as the City's website
9. Access for all - investigate conversion of club managed toilets to public toilets at existing district level sports reserves (this will only be achievable if access to the toilets can be possible through or connected to change rooms managed by a club).

## Objectives

The objectives of the Public Toilet Plan are to:

1. Conduct an audit and basic assessment (photographs, description, not structural) of the City's existing public toilets
2. Undertake a review of existing City and stakeholder plans and associated documents relevant to the provision of public toilets e.g. Community Recreation Facilities Plan, Disability Access and Inclusion Plan, Public Open Space Strategy
3. Provide recommended catchment for public toilets based on industry best practice and benchmarking
4. Identify provision standards and hierarchy for public toilets throughout the City, incorporating disability access, crime prevention and sustainable design
5. Identify options and cost benefit for use of toilet design features e.g. auto-locks or other remote locking mechanisms
6. Provide recommendations for alternative public toilet access options for the community e.g. combining externally-accessible public toilets within a sports oval change room facility
7. Provide capital funding options for public toilets, including sourcing external grants and exploring financial contributions from relevant clubs/stakeholders (cost recovery)
8. Undertake stakeholder consultation as identified
9. Provide options for alternative public toilet building methods such as modular or prefabricated construction
10. Provide a documented action plan that prioritises maintenance and capital investment in public toilets.

## Defining Public Toilet Facilities

The City refers to a public toilet facility as a room or small building owned or maintained by the City of South Perth, containing one or more toilets and possibly also urinals, which is available for use by the general public.

Public toilet facilities included in the scope of this plan include:

- Mill Point Reserve (Narrows Bridge)
- Scented Gardens (Sir James Mitchel Park)
- John McGrath Pavilion (automated toilet for Ernest Johnson Oval)
- Coode Street (Sir James Mitchell Park)
- Richardson Park
- Neil McDougall Park
- Hurlingham (Sir James Mitchell Park)
- Clydesdale (Sir James Mitchell Park)
- Comer Reserve
- Waterford Foreshore (automated toilet)
- George Burnett Park
- Manning Community Centre (automated toilet for James Miller Oval)
- Windsor Park
- Como Beach
- Old Mill
- Mends Street Jetty (owned by the State Government but cleaned by the City).

Toilet facilities outside the project scope and not included in this plan:

- Civic and Operation Centre buildings
- Leased buildings
- Golf Courses (Collier Park Golf Club, Royal Perth Golf Club)
- Child Health Clinics
- Libraries - South Perth Library and Manning Library
- Community Halls - South Perth Community Hall, John McGrath Hall, John McGrath Pavilion, Collins Street Centre, Moresby Street Hall and Manning Community Hall
- Leisure Centre - George Burnett Leisure Centre (internal)
- Retail and Shopping Centres - Waterford Plaza and South Shore Shopping Centre.

*Note: Whilst toilet facilities are provided within the above facilities, these toilets are primarily intended for use by people attending the facility for a particular purpose such as using a service or participating in a community leisure program etc. In addition, toilet provision within the above facilities may be subject to individual masterplans and in some cases the toilet facilities are owned by an external party, whereby the City is unable to influence current/future toilet provision.*

## Value of Public Toilets

### National level

There is no published quantitative data describing the value of public toilets across Australia. However, it is recognised that public toilets provide a distinct qualitative value for the community, predominantly health benefits associated with toilet provision such as encouraging physical activity, reducing social isolation, enhancing community hygiene, and assisting people manage inflammatory bowel disease, as many people plan their recreational activities around the provision of a public toilet. Nearly five million Australians have bladder or bowel control problems. This means many can't confidently leave their homes unless they know toilets will be available.

Some economic benefits associated with public toilets include increased tourism and local economic spending in retail, dining and entertainment.

Public toilet design is generally guided by the Building Code of Australia (BCA); the introduction of the Disability Standards (Access to Premises-Buildings); and more recent demand for 'Changing Places' facilities that advocates for public toilets with full sized adult change tables and hoists to meet the needs of people with severe and profound disabilities.

### Local level

There is no legislative requirement for local governments to provide public toilets. However, there is a societal expectation and historical basis for local governments to maintain, improve and provide new facilities for the community.

There are no recommended provision guidelines for public toilets. The City's Public Open Space Strategy (2013) lists public toilet facilities as a core facility at reserves classified at the Neighbourhood, District and Regional Open Space levels, which would suggest a catchment for public toilets at 800m and a 10 minute walk for all residents. Local reserves generally do not require public toilets as they are localised, small and most people accessing this type of park live within close proximity and would not stay for a significant period of time.

Neighbourhood reserves generally require a small number of toilets and hand-washing equipment within their public toilet facility. District reserves require a medium number of toilets and hand-washing equipment within their public toilet facility, possibly as part of a club house or change room facility. Regional reserves require a larger number of toilets and hand-washing equipment within their public toilet facilities and may have various facilities distributed throughout the reserve to service relevant nodes. For example, the City's regional reserve Sir James Mitchell Park has five separate public toilet facilities located across the Park, situated approximately 600 metres apart.

The City owns and maintains 16 public toilet facilities with an average age of 25 years old. The oldest toilets are located at Neil McDougall Park, Richardson Reserve and Sir James Mitchell Park, being 50 years old. In 2019, the estimated value of the City's community public toilet facilities was more than \$2.6million (APV Valuers & Asset Management). All of the existing public toilets within the City are located on public parks. There are an additional eight toilets (that have restricted public access) available through:

- Sports Club Pavilions - Morris Mundy Reserve, Collier Reserve, Bill Grayden Reserve, and Challenger Reserve. Public access to these toilets is dependent on clubs opening them during training and competition play
- Shopping Centres - Waterford Plaza, South Shore Shopping Centre
- Collier Park Golf Course.

## Changing Places

Changing Places originated in the UK in 2006 and was introduced in Australia in 2012.

The Western Australian Local Government Association (WALGA) developed a Changing Places Toolkit in 2018. The toolkit assists with understanding the requirements and accreditation process for these facilities in Western Australia. Changing Places is a fully accessible public toilet and change facility for users with severe and profound needs where they require assistance from carers. It provides extra spatial provisions for users with disability who require assisted care. The key components of a Changing Place includes a peninsular toilet pan, fixed ceiling hoist and height adjustable fixed adult change table.

Changing Places differ to Universal Accessible Toilets (UAT) which primarily cater for independent wheelchair access and transfer space. A UAT facility is benchmarked to Australian Standard AS1428.1 2009 with a minimum mandatory requirement. There is no statutory requirement for Changing Places which has its own technical specification, separate from the Standard.

The City is committed to offering Changing Places (where appropriate) to its future upgrade and development of public toilet facilities throughout the City. As a principle the City endorses the inclusion of Changing Places located at highly populated areas, including regional and neighbourhood reserves such as Sir James Mitchell Park, Neil McDougall Park, and Waterford Foreshore. Changing Places would not be appropriate at local reserves given the associated short visitation time.

## Developing the Plan - Key Findings

Through the City's stakeholder engagement, research, community demographic profiling, government guidelines, and statutory requirements, the following information has been identified specific to the City of South Perth facilities:

- The anticipated future growth within the City is likely to demand greater access to public open space and community infrastructure and therefore public toilets
- Key target groups that have specific needs with public toilets include families with young children, older people, women, and people with disabilities, visitors and tourists to events, programs and activities. Elements of public toilets that will be required to capture these groups include:
  - Family and baby change facilities
  - Changing Places (adult size change tables and hoists)
  - Crime Prevention through Environmental Design (CPTED) - no privacy walls, open location, highly visible, well lit
  - Necessary sanitary disposal
  - Equally distributed and accessible
- Accessible Programs and Services - 1,574 people (3.7%) of the City's population reported needing help in their day-to-day lives due to disability. This will be addressed through this plan and the City's Disability Access and Inclusion Plan 2017-2021
- The number of public toilet facilities throughout the City is mostly adequate (the minor toilet provision gap is detailed below)

- The gaps in the provision of public toilets are as follows (based on the catchment recommendations within the City's Public Open Space Strategy):
  1. Central Como, east of Canning Highway. However, there are mostly local or small parks within this location which does not suit public toilet provision. Consideration should be given to a new public toilet at Olives Reserve.
  2. Salter Point - small western pocket adjacent to Aquinas College. Salter Point is mostly serviced by the auto toilets located at Andrew Thompson Reserve and James Miller Oval in Manning.  
Salter Point is also limited in terms of potential sites that could host public toilet facilities, as the suburb mostly comprises local and small reserves not conducive to public toilets.
  3. Waterford - small eastern pocket near Clontarf College. This area is mostly serviced by public toilets at George Burnett Park and Andrew Thompson Reserve. Waterford Plaza and Curtin University (not City owned) does make up the 800m catchment for Waterford residents having public toilet facilities available.
- The condition, accessibility and specific site location of existing toilet facilities is not adequate, requiring upgrade and/or replacement to better meet the needs of the public
- The average age of public toilets within the City is 25 years
- The current estimated value for public toilets is \$2.6 million
- Based on the City's categorisation of reserves, public toilet facilities are located across all regional, neighbourhood and district reserves except for the district sports reserves where clubroom facilities are located
- Historically, public toilets are located out of sight behind buildings, at the back of carparks or sport and recreation grounds with limited access for people with disabilities
- Public expectation now requires public toilets to be highly visible, highly accessible, safe and clean
- John McGrath Pavilion outside Exeloo, Manning Community Centre outside Exeloo and Windsor Park Toilets are in the best condition and do not require any major refurbishment for the next 15-20 years
- Public toilets at the Scented Gardens and Hurlingham Reserve have the highest condition suggesting repair or replacement within the next 5-10 years (as per the Institute of Public Works Engineering Australasia 'Building Condition Assessment & Asset Performance Guidelines')
- Public toilets located at Richardson Park, Neil McDougall Park, Clydesdale Park and Comer Reserve are considered average condition suggesting repair or replacement within the next 10 years. However, Richardson Park's toilets are not currently functional
- A further four toilets located at district sports reserves (Bill Grayden, Morris Mundy, Collier, Challenger) are available to the public at limited times, but when the ovals are most utilised by sporting participants
- All gender facilities that open directly to public space afford the best protection from vandalism and undesirable behaviour.



## Key Recommendations

Based on the key findings above, industry best practice and government guidelines, the following recommendations are proposed:

1. That the City adopts the nine overarching principles for the provision of its public toilets
2. That the City considers repurposing the toilet block located on Sir James Mitchell Park (Clydesdale Street) for use by the City's maintenance staff e.g. equipment storage
3. That the City considers transferring maintenance and responsibility of the toilet block located on Sir James Mitchell Park (Coode Street) to the Boatshed restaurant (as part of their lease agreement requirement) and develops a flagship toilet, including Changing Places facility near the main playground at Coode Street
4. That the City relinquishes cleaning of the Mends Street public toilets to the State Government as owners of the facility (or achieves public toilet maintenance cost recovery from the State Government)
5. That the City demolishes existing public toilet facilities that are obsolete and non-compliant to the principles contained within the Public Toilet Plan and replaces these toilets within five years as follows:
  - Neil McDougall Park (flagship toilet)
  - Coode Street - Sir James Mitchell Park (flagship toilet)
  - Comer Reserve, Scented Gardens - Sir James Mitchell Park (standard provision)
  - Richardson Park (new facilities could be incorporated at WCG Thomas Pavilion)
  - Hurlingham - Sir James Mitchell Park (standard provision)
  - Waterford Foreshore (standard provision)
6. That the City considers relocating South Perth Toy Library (currently located inside the toilet block) from Comer Reserve to Olives Reserve
7. That the City considers renewal/retrofitting/refurbishing public toilets located at:
  - Como Beach
  - Narrows Bridge
  - George Burnett Park
  - Windsor Park
8. That the City considers provision of new public toilets at:
  - Olives Reserve, with additional storage and meeting room for South Perth Toy Library
  - Bill Grayden Pavilion - in conjunction with existing sports pavilions
9. That the City considers the allocation of approximately **\$300,000** per year to establish a planned maintenance program for the City's public toilet facilities
10. That the City considers the allocation of approximately **\$2,250,000** over the next 15 years to renew existing (and construct new) toilets as prioritised in the action plan
11. That the City investigates alternative building methods for the provision of its new public toilets that utilise a modular, prefabricated design/construction method such as Ausco, Modus, and Landmark Pro products (and consider this format for associated pavilion and change rooms where appropriate)

12. That although there are no specific best practice guidelines currently available, the City responds to the COVID-19 pandemic by ensuring that, where practical and cost effective, all fixtures and fittings require little or no human contact: sensor taps, sensor/non-contact flushing, self-cleaning cubicles, automated/non-contact exit mechanisms and sensor/automated sanitisers. The majority of modular design companies have capacity to build in these requirements.

## Stakeholder Engagement

Stakeholder engagement conducted between 11 November and 2 December 2019 sought feedback from the community to identify key issues associated with existing public toilet facilities, opportunities for improvement and to understand community priorities. This feedback was used to develop this plan.

A number of tools and methods were used to engage with a range of stakeholders including:

- Online engagement activities on Your Say South Perth:
  - Survey to gain broad feedback about principles, design ideas, the condition of the City's existing toilets and suggestions for other locations
  - Mapping tool where participants could make location-specific comments on existing toilets or suggest locations for new toilets
  - Ideas space where participants could upload photos of other public toilets they have seen and like
  - Question and answer tool where participants could ask any questions they had about the project
- Hard copy survey
- Feedback from City staff.

## Participation

A total of 46 surveys were completed, and 35 comments were made on the mapping tool.

Between 11 November and 2 December 2019, the Public Toilet Plan drew the following audience on Your Say South Perth.

- 203 'aware' people visited the project page 269 times
- Of those, 115 'informed' visitors interacted with the page in some way, by clicking on a link, reading an FAQ or viewing a photo
- Of those 115, 52 'engaged' visitors contributed to a tool on the page, by completing the survey, using the mapping tool, submitting an idea or asking a question.

Feedback was largely focused on the maintenance and cleanliness of existing public toilet facilities as well as the installation of new facilities within reserves and busy retail strips.

Further details about the stakeholder engagement outcomes, which have been considered during the development of this Plan are available on Your Say South Perth.

## Reviewing the Plan and Monitoring Progress

The Public Toilet Plan should be read as a guide only. It will be subject to an annual review to stay relevant with current and emerging community needs and organisational priorities. The associated timeframes will be adjusted accordingly.

The outcomes of actions within the Plan will be measured and reviewed annually as a part of the City's annual business planning process. Measuring the success of the actions related to the delivery of the Plan will vary according to the project, program or service development identified. All actions will be measured using a range of tools and methods e.g. both qualitative and quantitative data.

## Resourcing the Plan

The timing for implementation of the action plan will be subject to funding through the City's annual budget process and external funding.

## References

- .id the population experts (2018), City of South Perth Economic Profile [www.economy.id.com.au/south-perth](http://www.economy.id.com.au/south-perth)
- IPWEA Building Condition & Performance Assessment Guidelines
- City of South Perth (2013) Public Open Space Strategy
- [Mildura Public Toilet Strategy Draft \(2019\), Mildura Rural City Council](#)
- Public Toilet Design Guidelines, (2013), Brisbane City Council
- APV Valuers & Asset Management (2018), Land and Building Desktop Valuation
- Changing Places Toolkit (2018), Western Australia Local Government Association
- [Department of Sport & Recreation \(2012\), Classification framework for public open space](#)
- City of South Perth (2018) Operating Summary Accounts

## Glossary

Australian Standard (AS 1428)	AS 1428 specifies that new buildings must be capable of providing access to people with disabilities. Particular attention is focused on continuous accessible paths of travel for wheelchair users, access for people with ambulatory disabilities and access for people with sensory disabilities.
Building Code of Australia (BCA)	A uniform set of technical provisions to be incorporated into the design and construction of buildings and other structures within Australia.
Changing places toilet	Public toilet facilities that cater for people with severe or profound disabilities. These facilities incorporate full sized change tables, tracking hoist systems, large circulation spaces and a centrally placed toilet with room for a carer.
Co-located	A uniform set of technical provisions to be incorporated into the design and construction of buildings and other structures within Australia.
Crime Prevention Through Environmental Design (CPTED)	An approach to the prevention of crime focusing on the relationship between physical environments and those who use them.
Disability Discrimination Act (DDA)	<i>The Disability Discrimination Act 1992</i> makes discrimination against an individual because of their disability unlawful. This applies to a number of areas of public life including employment, education and the access of public places.
Ecologically Sustainable Design (ESD)	An integrated and holistic approach to design that aims to reduce negative environmental impacts and improve the health of building occupants. Principles of ESD include the promotion of renewable energy, reducing water use, inclusion of environmentally friendly building materials and optimising operational practices.
Gender neutral	Terminology used to describe a facility that is accessible to all people regardless of gender in recognition that some members of the community do not identify as either male or female.

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Public toilet	Toilet facility containing one or more toilets (may include a urinal) that is provided for use by the general public. The toilet facility may be built in a room within a community facility or as a stand-alone building. Public toilets are owned and maintained by the City of South Perth.
Stand alone	A free-standing toilet building, usually a toilet block, that has separate male and female entrances.
All gender toilet	A toilet facility that is accessible to both males and females.

# **APPENDIX 1 - PUBLIC TOILET PROVISION GUIDELINES**

## Appendix 1 - Public Toilet Provision Guidelines

The City has not previously been guided in public toilet provision other than historical placement and community requests. Provision guidelines assist the City to plan and design safe, more accessible and sustainable public toilets throughout the City. The guidelines are not prescriptive and are used for consideration dependent on certain needs and location restrictions.

The guidelines will assist with project need, site selection, orientation, size, configuration, accessibility and identification, gender identification, maintenance, lighting, fixtures and fittings, management and security.

### COVID-19

Although there are no specific best practice guidelines currently published, the City acknowledges that in response to the COVID-19 pandemic, where practical and cost effective, all fixtures and fittings provided should have little or no human contact: sensor taps, sensor/non-contact flushing, self-cleaning cubicles, automated/non-contact exit mechanisms, and sensor/automated sanitisers. The majority of modular design companies have the capacity to build in these requirements.

### Project need

- The site should be owned/managed by the City
- Public toilets should not already exist within a 400m catchment
- The proposed site should be located on a reserve classified as District, Neighbourhood or Regional Reserve based on the [Classification Framework for Public Open Space](#)
- The number of existing and projected site visitors should warrant the need/demand
- There should be an existing number of facilities/activities at the site that encourage visitors to stay for longer than one hour (play space, sports fields)
- The inclusion of a public toilet should align to a masterplan, local planning scheme, activity centre plan or precinct plan (where relevant).

### Site selection

- Existing infrastructure (e.g. sewer, power, telecommunications and water) and ease of access to it should be considered
- Public toilets should be highly visible from most directions
- The site should be compatible with existing and future land uses
- There should be close proximity to transport, carparks, pathways, roads, and other access links.

## Size and configuration

- Privacy screens and screened lobbies should be avoided where possible
- Toilet facilities should face directly onto open space for passive security
- The provision of urinals in new or refurbished stand-alone facilities should be avoided. Urinals require a screened lobby space, in contravention of CPTED principles. The lobby screening provides cover for loitering and the urinals themselves have maintenance and vandalism issues. In response to the COVID-19 pandemic, provision of urinals is no longer recommended due to the unhygienic nature of their use
- The number and size of public toilets will vary depending on the type of reserve and level of activity. The City will use its discretion on the sizes and configuration of toilets within the City. However, as a guide:
  - Neighbourhood Reserves should have a minimum of one Universally Accessible Toilet (UAT), one ambulant cubicle, and one standard cubicle
  - District reserves should have a minimum of one UAT, two ambulant cubicles, and two standard cubicles. Further facilities such as change rooms and storage will be considered on District Reserves where structured sport is conducted
  - Regional reserves should have a minimum of one UAT, two ambulant cubicles, and two standard cubicles. It is likely a regional reserve may require more specific sizes and configurations
  - Changing Places should be provided in accordance with its standard specification.

## Accessibility and identification

- A minimum of one UAT should be provided
- The UAT should be provided in accordance with AS1428.1, Disability (Access to Premises - Buildings) Standard, and relevant sections of AS1428.2 where possible
- All UATs should contain a hand basin
- Provision should be made for the City's public toilet facilities to be linked to a continuous path of travel to carparks, playgrounds and other facilities in accordance with the City's DAIP and AS1428.12 Disability Standard (Access to Premises-Buildings)
- Clear directional signage (in accordance with the City's Style Guide) should be provided with consideration of people with vision impairment. Signage should be in accordance with Disability Standard (Access to Premises – Building) Standards. The signage should also be in accordance with the City's Style Guide displaying times of opening, gender identification, ambulant, universal access and City contact details
- Provision of one (minimum) Changing Places toilet should be made per Regional Reserve. Consideration should be made for one Changing Places toilet on District and Neighbourhood Reserves where a high demand/need is demonstrated.



## Gender identification

All new or refurbished public toilets should be gender neutral allowing access to toilets by all genders. Gender-specific toilet facilities may be considered for areas of high demand, and where the separation of facilities assists in efficient turnover of cubicles.

## Maintenance

- All wall and floor surfaces should be low maintenance and non-porous
- All surfaces and fixtures should be graffiti and vandal resistant
- All fixtures, fittings and materials should be hardwearing, vandal resistant and readily available in the local market. All toilet facilities should contain natural lighting, ventilation and passive security features (where possible) to assist in keeping ongoing operational costs as low as possible
- All doors should have minimum 50mm gap to floor level where floors can be high pressure cleaned and drain naturally
- All roofs should be gutterless with storm water flowing onto hardstand.

## Lighting

- All light fittings should be energy efficient, high mounted and vandal resistant
- All lamps should be easily sourced and replaced using LED technology
- Provision of exterior security lighting
- Provision of natural lighting and ventilation where possible
- Additional lighting to meet the requirements of current AS1680 with additional requirement to meet the Disability (Access to Premises – Building) Standard to all access paths, People With Disabilities (PWD) cubicles and ‘Changing Places’ facilities
- Light bright wall surfaces to improve light levels
- Provide external lighting to the building to meet the requirements of Category P3 of current Australian Standard AS.NZS 1158.3.1, with additional requirement to meet the Disability (Access to Premises - Building) Standard to all access paths, PWD cubicles and ‘Changing Places’ facilities.
- Lighting levels must be consistent along the main path of travel and around the building so that a person does not move in and out of different levels of light.

## Fixtures, fittings and finishes

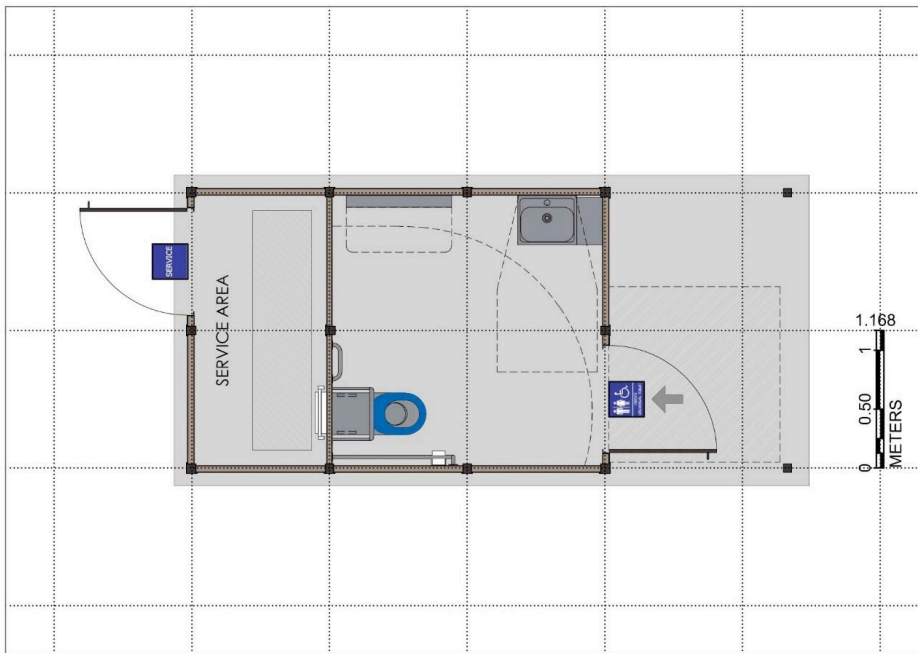
- A minimum of one hand dryer and one basin for each set of toilets. Where the toilets are modular preference is for one hand dryer and one basin per cubicle. Paper towel dispensers will be avoided
- A minimum of one baby change facility to be provided in all toilets in accordance with AS1428.1, Disability (Access to Premises - Buildings) Standard. Preferably, a dedicated, accessible baby changing room should be provided, outside a UAT facility to enable concurrent use
- Hidden toilet cisterns onto secured service ducts is preferred within each new or refurbished toilet
- No gutters for new or refurbished public toilets
- Slip resistant (minimum BPN 60) tiles as a floor surface to all toilets
- Minimum of one needle dispenser per toilet (vandal resistant), preferably through the service duct – ideally accessible 24 hours a day
- Minimum of one soap dispenser per toilet (vandal resistant)
- Walls to be factory painted compressed fibre cement or equivalent
- Stainless steel toilet pans are preferred with integrated seat, concealed drainage and cisterns
- Water basins should be wall mounted or freestanding with concealed drainage and water pipes
- All fixings and access panels should be vandal proof and where possible concealed
- Tapware is to be robust and fitted with timed flow valve
- Tapware is to be designed for ease to allow use by people with poor hand control and strength
- Door hardware is to be robust and vandal proof with all hardware replacements readily available from major manufacturers
- Door hardware must denote when a toilet cubicle is in use
- All cubicle door levers, handles and privacy latches should be operable by persons with reduced grip, strength and dexterity
- Light coloured wall and floor surfaces to improve light levels
- Surfaces coated with graffiti protection whenever possible.

## Management and security

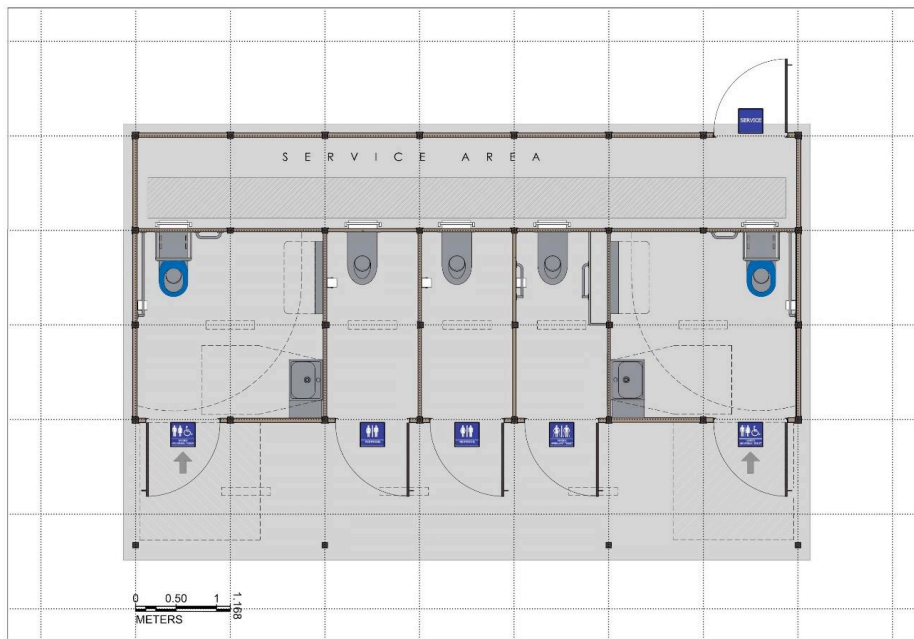
- Auto locks (where possible) to be installed to all new or refurbished toilets
- Information and communication (public and staff) such as signage showing opening hours, emergency numbers, gender designation, the use of surveillance and mechanisms to report critical incidents
- Provide clear signage displaying times of opening, gender identification, ambulant, universal access and Council contact details
- All toilets to be updated on the Public Toilet Map (at least annually or as required)
- Provision for CCTV where possible
- Maintenance routines will vary for each public toilet. The City will clearly communicate cleaning and building maintenance, arrangements for cleaning and maintenance routine. As a guide:
  - High use toilet facilities – cleaned 2-3 times daily
  - Medium use facilities – cleaned 2 times daily
  - Low used toilet facilities – cleaned 1-3 times a week.

## Standard Public Toilet Design

A standard public toilet design will be based on minimum requirements and the provision of the City adopted guidelines. The standard will include toilet cubicles, basins and service area. The standard will not include Changing Places, which will be optional as required. Below is an example of a standard cubicle design. The number of cubicles and basins for each facility will vary dependent on site requirements and conditions.



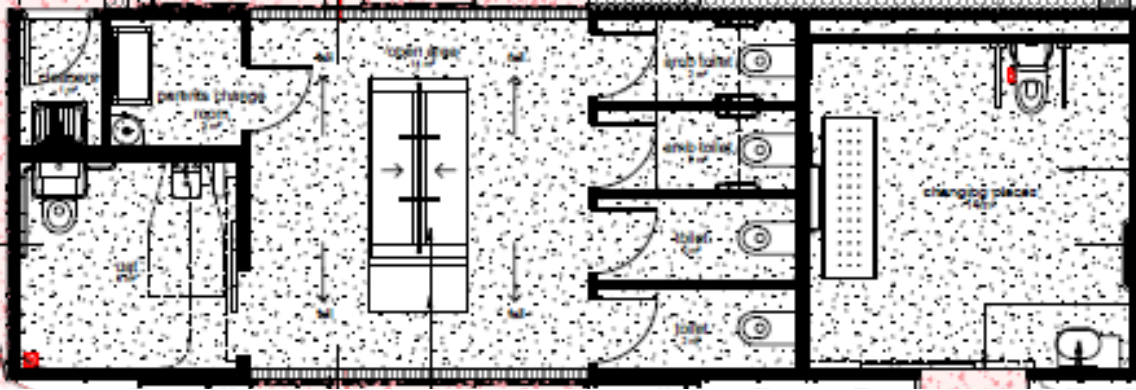
Standard single cubicle public toilet: Image provided by Modus Designs for illustration purposes only



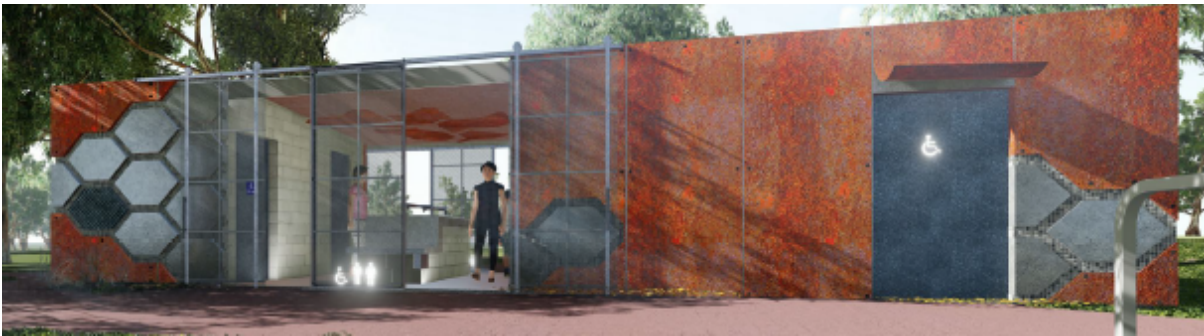
Standard multiple cubicle public toilet: Image provided by Modus Designs for illustration purposes only

## Flagship Public Toilet Design

The Public Toilet Plan identifies two sites for location of a flagship public toilet facility, to be located at Coode St on Sir James Mitchell Park and Neil McDougall Park. A flagship toilet facility will incorporate all aspects of a standard toilet facility as well as design for Changing Places, parent's room, ambulant and universal access facilities. Where possible public art design will be incorporated into the facility.



Flagship public toilet facility: Image provided by I2C Consultants for Neil McDougall Park



Flagship public toilet facility: Image provided by I2C Consultants for Neil McDougall Park