



Borough of Queenscliffe Public Toilet Strategy 2015 – 2025 (Updated July 2018)



*a vibrant, safe and welcoming community that draws inspiration and life from our heritage,
unique environment and connection to the sea*

Borough of Queenscliffe Public Toilet Strategy 2015 – 2025

(Updated July 2018)

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1 Executive Summary

This Public Toilet Strategy 2015 – 2025 establishes community needs in relation to public toilets and informs Council’s decision-making and actions to:

- most efficiently and effectively service the community with public toilets; and
- improve the quality of public toilets across the Borough.

At present the community and visitors have access to 14 council public toilet facilities within the Borough located along the foreshores, in town centres, in caravan parks, at a boat ramp or free standing in parks and reserves.

This Strategy recognises the value of other council owned toilets open to the public during business hours (e.g. Council Offices, sports pavilions etc), and private toilets associated with commercial operations. However, as they all have restrictions of use or are not controlled by the Borough, they are not further addressed in this Strategy. However in assessing the need for a new public toilet, proximity to these toilets is considered.

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

Traditionally, councils have set priorities for toilet asset works of upgrades, replacement and new facilities based on asset management systems with a focus on the physical condition rating of the building.

To assist with establishing priorities of works to improve the Borough public toilets this Strategy also incorporates a more recent trend of including a ‘Fit for Purpose’ rating.

The ‘Fit for Purpose’ rating is derived from:

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

Using this data and building assessments, the 2015 - 2025 Public Toilet Strategy provides direction for the improved provision and maintenance of public toilets through recommending:

- Capital Works Improvements – focussing on updating/replacing the very old public toilets before building new toilets;
- Minor Works Improvements;
- Operational Changes;
- Ancillary Services Improvements; and

- Signage Improvements.

The Strategy also provides:

- Guidelines for the design, siting and fit-outs of public toilets - being sensitive to the surrounding environment, providing accessibility for people with disabilities, the role of other strategies and master plans, the preferred distance between public toilets, incorporating crime prevention through environmental design (CPTED) principles, configurations of public toilets desired fittings and fixtures and incorporating environmental sustainability features; and
- Criteria for assessing and prioritising (through a scoring process) the need for new public toilets.

Guiding the changes in the provision and management of the Borough public toilets, the 2015-2025 Public Toilet Strategy proposes a total of thirty three (33) actions to be undertaken over the next ten years. These will improve the performance and strategic positioning of the public toilets within budget limitations and add to the vibrant, safe and welcoming community.

A 'mid-life' review of the Strategy should be undertaken after five years (2020).

2 Introduction

2.1 Introduction

In support of the Borough of Queenscliffe aim to have *“a vibrant, safe and welcoming community that draws inspiration and life from our heritage, unique environment and connection to the sea,”* this Public Toilet Strategy 2015 – 2025 establishes community needs in relation to public toilets and informs Council’s decision-making and actions so as to:

- most efficiently and effectively service the community with public toilets; and
- improve the quality of public toilets across the Borough.

The community, both residents and the many visitors to the Borough, recognise that community well-being is influenced by the ability to access public toilets when planning activities ranging from short distance trips away from the home, a trip to the beach, undertaking the daily shopping or participating in leisure, recreational or sporting activities.

The provision and management of appropriately located, quality public toilets with compliant access and modern fittings enhances the experience of residents and visitors who enjoy the seaside activities, parks, sporting facilities, playgrounds, leisure activities and shopping centres at Queenscliffe and Point Lonsdale.

The Borough of Queenscliffe currently provides 14 public toilet facilities, located along the foreshores, in town centres, in caravan parks, at a boat ramp or free standing in parks and reserves.

The standard and condition of these facilities varies greatly, with some facilities at end of life and others only several years old. Some of the public toilets were built decades ago and are in need of major renewal works, or replacement, if they are to remain.

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

This Strategy recognises the value of other council owned toilets open to the public during business hours (e.g. Council Offices, sports pavilions etc), and private toilets associated with commercial operations. However, as they all have restrictions of use or are not controlled by the Borough, they are not further addressed in this Strategy. However in assessing the need for a new public toilet, proximity to these toilets is considered.

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

To assist with establishing priorities of works to improve the Boroughs public toilets this Strategy also incorporates a more recent trend of including a ‘Fit for Purpose’ rating. The ‘Fit for Purpose’ rating is derived from:

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

- Assigning a Level of Risk - consideration of the likelihood of an adverse event (performance failure) occurring and the severity of the consequences should an event occur.

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

The objectives of this Strategy are to:

- Develop a methodology for assessing whether to refurbish, replace or close an existing public toilet or construct a new public toilet.
- Assess current locations and determine potential future locations.
- Identify a clear set of service standards (levels of service) for a range of different amenity facility types taking into account a service hierarchy, quality, amenity, location, size, availability, safety, compliance and other factors of importance to the community.
- Provide Council with information on how to manage demand for these public toilets and provide cost details to inform future budgets.
- Address the risks involved in public toilets and the need to apply Crime Prevention Through Environmental Design (CPTED) principals to the operation and design of public toilets.
- Provide guidelines with respect of safety, hygiene, graffiti etc.

Key outcomes of this Strategy provide:

- A review of the demographic influences on the location and design of public toilet facilities.
- Guidelines / principles for the distribution of public toilets across the Borough that consider:
 - Location,
 - Frequency of use, (including bus groups),
 - Trends (i.e. change rooms, indoor/outdoor showers, etc.),
 - Appropriate Levels of service based on a hierarchy for public toilets,
 - The mix, size and makeup of a public toilet (e.g., double unisex, single unisex, male, female public toilets, all abilities etc.),
 - Community safety,
 - Amenity,
 - Proximity to other facilities (i.e. attractors/ generators),
 - Quality of other facilities,
 - Selection of affordable & sustainable facilities (i.e. short-term or seasonal use might include use of hardstand & sewer points – music festival/ Ripview swim classic), and
 - Consolidation of infrastructure.

- A methodology for assessing whether to refurbish, replace or close an existing public toilet or construct a new public toilet.
- Recommendations about future maintenance programs for the management of the assets.
- An assessment of the risks involved in the management and operation of public toilets.
- Guidelines to apply CPTED principles to the operation and design of public toilets including guidelines with respect of public toilet safety, hygiene, graffiti etc.
- Cost estimates to inform future Council planning and budgets (i.e. capital cost, maintenance, cleaning & sundries, utilities & vandalism costs over facilities lifetime).
- Consideration of private toilets for public use such as Queenscliff Harbour, ferry terminal, cafes, restaurants, hotels, train station, Monahan Centre, bowls club, etc.

2.2 Corporate Framework

The Borough of Queenscliff Council Plan 2013 -2017 provides the overall strategic direction for the provision and maintenance of public amenities through its vision, mission and strategic directions which include:

- Vision: – *‘A vibrant, safe and welcoming community that draws inspiration and life from our heritage, unique environment and connection to the sea’.*
- Strategic Direction - focused around five strategic objectives:
 1. A healthy, involved and creative community;
 2. A vibrant local economy;
 3. A unique natural environment;
 4. A well-planned and attractive place to live and visit; and
 5. A proactive and accountable Council.

These objectives and the supporting strategies and initiatives are aimed at achieving the new vision, addressing identified issues and creating new opportunities.

This Public Toilet Strategy establishes strategic objectives and action plans for public toilets in the Borough directly in support of these strategic directions.

2.2.1 Other Supporting Policies, Strategies, Plans and Legislation

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

- Borough of Queenscliff Council Plan 2013-2017
- BOQ Strategic Resource Plan

- BOQ Asset Management Policy
- BOQ Draft Asset Management Plan
- BOQ Building Condition and Performance Assessment 2014
- The National Public Toilet Map / www.toiletmap.gov.au)
- AS 1428.1 Design for Access and Mobility. Part 1: General Requirements for Access – New Building Work, Standards Australia
- AS 1428.2 Design for Access and Mobility Part 2: Enhanced and Additional Requirements – Buildings and Facilities, Standards Australia
- AS 4031 Non-reusable Containers for the Collection of Sharp Medical Items Used in Health Care Areas, Standards Australia
- AS/NZS 1680.0 Interior Lighting – Safe Movement, Standards Australia
- CPTED - Crime Prevention Through Environmental Design

3 Borough of Queenscliffe

The Borough of Queenscliffe is the smallest municipality in Victoria and has many unique characteristics. It consists of two highly urbanised townships (Queenscliff and Point Lonsdale) with a large proportion of public land managed by Council and surrounded by significant marine national parks and wetlands of international significance.

Queenscliff has been a popular seaside tourist destination since the 19th Century and the mixture of iconic hotels, Victorian and Edwardian buildings form part of its unique cultural identity.

The largest industry sector in the local Queenscliffe economy is tourism, which is highly dependent on the historic character of Queenscliff and the amenity of both townships.

Whilst the Borough’s permanent resident population is around 3,000 people, the population increases significantly during peak holiday periods to as many as 18,000 people.



4 Toilets Facilities in the Borough - Existing Conditions

4.1 Different Toilet Facilities Available in Borough of Queenscliffe

Council Owned and Managed Toilets

Provision of council owned and managed public toilets has evolved over many years with toilets being built to meet public demand at specific times and built at various locations where demand was identified. Currently a total of 14 public toilets are available in Queenscliff and Point Lonsdale. A number of these toilet facilities are housed in very old buildings with older style fittings, such as Princess Park Toilets and Lighthouse Reserve Toilets, while others have more recently been refurbished or built with modern fittings such as Citizen's Park and Hesse Street Toilet.

Council Buildings Internally Accessed Toilets

These are toilets in other council buildings where use is generally confined to staff or patrons of the facility. These toilets are accessed from a foyer within the building and access is limited to the times the building is open to the public. Although they form part of the toilet network, they are not defined as public toilets for the purpose of this Strategy as their opening times are compromised and do not coincide with the times that users would expect a public toilet to be open. However these toilets may influence the provision of new public toilets

Examples are:

- Municipal Offices
- Sports Complexes (open only on sporting days)
- Town Hall
- Senior Citizens Centre
- Queenscliffe Historical Society Centre
- Library

Privately Owned Toilets -

In addition to the public toilets managed by the Borough, there are many additional toilets available through eateries, shopping complexes such as Queenscliff Harbour, and retail businesses. These are privately owned toilets that are publicly available. They complement the provision of public toilets in the municipality although they are often only available to patrons of the establishment and their availability may not be well advertised. As Council has no control over these toilets they are not considered in this Strategy other than influencing the provision of new public toilets.

4.2 Council Managed Public Toilets

The current inventory of 14 Council owned and managed public toilets represent a significant investment by Council in services. The replacement cost of the public toilets is approximately \$2.4M (Building Asset Management Review 2014).

Of the 14 Public toilets:

- Nine (9) are standalone;
- Three (3) are co-located in an Amenities Block; and
- Two (2) are co-located in a Surf Life Saving Club building.

As part of the National Continence Program, the National Public Toilet Map provides information on over 16,000 publicly available toilets across Australia, including accessibility, opening hours and facilities, such as showers & baby change. The map can be accessed via the web or smart phone app and allows the user to locate public toilets in specific areas. A map of the Borough of Queenscliffe public toilets is available from the site.

Appendix 1 - contains maps showing the locations of the 14 Public Toilets and has circles of 500 metres radius drawn around each toilet showing the coverage of the existing public toilets.

4.2.1 Types of Public Toilets in the Borough

Ten (10) of the public toilets are the more traditional (conventional) type with separate male and female cubicles and in some instances a toilet cubicle for people of all abilities accessed from a passageway/foyer. Three (3) of the toilets, J L Jordan Reserves – Boat Ramp, Hesse Street and Ganes Reserve also have a unisex toilet cubicle with disability access opening directly onto a public place.


Three (3) of the public toilets (Point Lonsdale Back Beach, Santa Casa Beach and Victoria Park) provide unisex toilet cubicles with disability access opening directly onto public spaces.


One (1) public toilet (Royal Park) has separate Male and Female cubicles opening directly onto public spaces. A unisex toilet cubicle with disability access also exists but is kept locked.


4.2.2 Traditional Style - Stand Alone Public Amenities


Nine (9) traditional style public toilets are stand-alone and range from very old toilets with old fittings to newer buildings with more modern fit-outs.


The following provides a snapshot of each of these public toilets.


| Toilet No 1 – JL Jordan Reserve – Boat Ramp - Hesse Street Extension, Queenscliff | | |
|--|------------------|---|
|  | Style | Stand Alone - Traditional with Disabled cubicle direct access |
| | Age | New |
| | Cubicles | 3Female, 3Male +Unisex Disabled |
| | Other Facilities | 2 Showers and bins |
| | Open | 24 Hours/day |


| Toilet No 2 – Hesse Street - Hesse Street, Queenscliff | | |
|---|------------------|--|
|  | Style | Stand Alone - Traditional with Unisex Disabled cubicle direct access |
| | Age | New |
| | Cubicles | 3Female, 1 Male, 3Male Urinals + Unisex Disabled |
| | Other Facilities | Mirrors (M,F,D) and Baby Change (D) |
| | Open | 24 Hours/day |


| Toilet No 3 –Citizens Park - Gellibrand Street, Queenscliff | | |
|---|------------------|--|
|  | Style | Stand Alone - Traditional |
| | Age | New |
| | Cubicles | 1Female,1Female Disabled, 1Male Disabled, 1Male Urinal |
| | Other Facilities | Mirrors (M,F), Sharps and Bins |
| | Open | 24 Hours/day |


| Toilet No 6 – Princess Park – Tobin Drive Queenscliff | | |
|---|------------------|--|
|  | Style | Stand Alone - Traditional (with café) |
| | Age | Very Old |
| | Cubicles | 6Female,4Male 1 Urinal 1Disabled |
| | Other Facilities | Change Rooms & benches (M,F) Showers (not operating) |
| | Open | 24 Hours/day |

| Toilet No 7 –Weeroona – Weeroona Parade, Queenscliff | | |
|--|------------------|--|
|  | Style | Stand Alone - Traditional |
| | Age | Very Old |
| | Cubicles | 4Female,1FDisabled, 3Male, 1MDisabled,1 Urinal |
| | Other Facilities | Change Rooms & benches (M,F), Showers(2F,2M) |
| | Open | 24 Hours/day |

| Toilet No 9 –Ganes Reserve - Ocean Road, Point Lonsdale | | |
|---|------------------|--|
|  | Style | Stand Alone - Traditional with Unisex Disabled cubicle direct access |
| | Age | Newer |
| | Cubicles | 4Female, 3Male, 1 Urinal, 1Unisex Disabled, |
| | Other Facilities | Change Table/bench (Female) |
| | Open | 24 Hours/day |


| Toilet No 11 –Light House Reserve – Point Lonsdale Road, Point Lonsdale | | |
|---|------------------|---|
|  | Style | Stand Alone - Traditional |
| | Age | Very Old |
| | Cubicles | 2Female, 1Male, 1 Urinal, (No Disabled) |
| | Other Facilities | None |
| | Open | 24 Hours/day |

| Toilet No 12 –Point Lonsdale Foreshore - Point Lonsdale Road, Point Lonsdale | | |
|---|------------------|---|
|  | Style | Stand Alone - Traditional with Unisex Disabled cubicle direct access |
| | Age | New |
| | Cubicles | 3Female, 2Male, 1 Urinal, 1 Unisex Disabled with baby change facility direct access |
| | Other Facilities | Showers (2M & 2F), Change Rooms with benches (M&F) |
| | Open | 24 Hours/day |

| Toilet No 13 –Gas Works Skate Park - Point Lonsdale Road, Point Lonsdale | | |
|---|------------------|---|
|  | Style | Stand Alone - Traditional - Portable Type |
| | Age | Old |
| | Cubicles | 3Female, 2Male, 1 Urinal, Disabled (M,F) but poor accessibility |
| | Other Facilities | None |
| | Open | 24 Hours/day |


4.2.3 Traditional Style – Incorporated with another Building


Only one (1) traditional style public toilet is incorporated with another building and it is an old building with old fittings. The following provides a snapshot of this public toilet.


| Toilet No 8 –Queenscliff Recreation Reserve – Hesse Street, Queenscliff | | |
|---|------------------|--|
|  | Style | Attached to Amenities Block –(No Disabled) |
| | Age | Very Old |
| | Cubicles | 3Female, 2 Male, Urinal, |
| | Other Facilities | Soap, Hand Dryers, Change with bench in one toilet (each M&F), (No Disabled) |
| | Open | 24 Hours/day |

4.2.4 Direct Access - Unisex Public Amenities

Three (3) of the public toilets provide unisex toilet cubicles with disability access opening directly onto public spaces in newer buildings with more modern fit-outs. The following provides a snapshot of each of these public toilets.


| Toilet No 5 –Victoria Park – King Street, Queenscliff | | |
|---|------------------|--|
|  | Style | Incorporated Amenities Block - Unisex Disabled cubicle direct access |
| | Age | New |
| | Cubicles | 1Unisex Disabled, |
| | Other Facilities | Shower with bench, Baby change, Hand Dryer, Mirror |
| | Open | 24 Hours/day |

| Toilet No 10 –Point Lonsdale Back Beach – Ocean Road, Point Lonsdale | | |
|---|------------------|--|
|  | Style | Incorporated with Surf Life Saving Clubrooms - Unisex Disabled cubicle direct access |
| | Age | New |
| | Cubicles | 2Unisex Disabled, |
| | Other Facilities | Change bench & coat hooks, Mirror |
| | Open | 24 Hours/day |

| Toilet No 4 –Santa Casa Beach – Henry Street, Queenscliff | | |
|---|------------------|--|
|  | Style | Incorporated with Surf Life Saving Clubrooms - Unisex Disabled cubicle direct access |
| | Age | New |
| | Cubicles | 1Unisex Disabled, |
| | Other Facilities | Change bench, Mirror |
| | Open | 24 Hours/day |

4.2.5 Direct Access - Male and Female Incorporated with another Building

One (1) public toilet has separate Male and Female cubicles incorporated with another building opening directly onto public spaces. A unisex toilet also exists with disability access but it is kept locked.

| Toilet No 14 –Royal Park – King Street, Queenscliff | | |
|---|------------------|--|
|  | Style | Incorporated with Amenities Block – Male and Female Separate Units – Direct Access |
| | Age | Old |
| | Cubicles | 1Male, 1 Female 1Unisex Disabled (not Open), |
| | Other Facilities | None |
| | Open | 24 Hours/day |
| | | |

4.3 Additional Features

A number of the Borough of Queenscliffe public toilets provide additional features for the comfort of users.

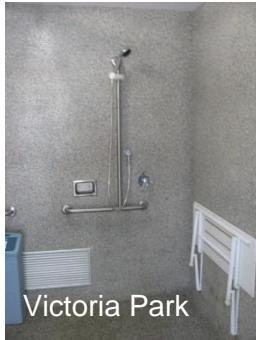
4.3.1 Change Facilities



Weeroona

Six (6) public toilets provide change rooms with benches. These include Citizen’s Park, Weeroona, Queenscliffe Recreation Reserve, Victoria Park, Point Lonsdale Foreshore and Santa Casa Beach.

4.3.2 Internal Showers



Five (5) public toilets currently provide internal showers. These include JL Jordan Reserve – Boat Ramp, Citizens Park (showers not working), Weeroona, Point Lonsdale Foreshore and Victoria Park.

4.3.3 External Showers



One public toilet, Santa Casa Beach, provides external showers adjacent to the public toilet.

4.4 Public Toilet Locations and Demand Generators

Public toilets in the Borough of Queenscliffe are located in five main precincts, each generating different challenges and demands. In some cases, the public toilet services more than one precinct.

| Precinct | Demand |
|--|--|
| Foreshore Precinct | All year with high sustained summer peak |
| Town Centre Precinct | All year high constant demand ,peaking during summer and events |
| Caravan Parks Precinct | Peak summer demand with lower demand other times of year |
| Parks, Gardens & Reserves Precinct | Lower demand with occasional peaks usually related to summer and events |
| Specialist Activity Precinct – Boat Ramp & Skate Park | Peak summer demand, weekends and public holidays, lower demand other times |

4.4.1 Foreshore (and Parks) Precinct



Seven (7) public toilets service the foreshore precinct. The foreshore (and parks) precinct encompasses the beach frontage, parks adjacent to the beach and other attractions such as Queenscliff and Point Lonsdale jetties, buses and ferry.

4.4.2 Town Centre Precinct



One (1) public toilet is dedicated to service the retail and commercial precinct of Queenscliffe. The Point Lonsdale commercial area shares the foreshore public toilet.

4.4.3 Caravan Park Precinct



Three (3) public toilets service caravan park precincts.

4.4.4 Parks, Gardens and Reserves Precinct



One (1) public amenities service parks and gardens (Ganes Reserve) although this is shared with the Foreshore

4.4.5 Specialist Activity Precinct (Boat Ramp and Skate Park)



Two (2) of the public amenities service these specialist activities

5 Challenges and the Way Forward

In response to higher community expectations, this Strategy establishes processes and a program for Council to meet current challenges, replace old toilets, progressively upgrade ageing public toilets and construct new facilities that will:

- Ensure the provision of public toilets support all demand activities within the municipality;
- Provide and maintain a safe, accessible, high quality and sustainable network of public toilets;
- Improve the accessibility of public amenities for people with impairments;
- Continue to meet current expectations of safety and security through application of the principles of Crime Prevention Thorough Environmental Design (CPTED); and
- Allow consideration for additional toilets.

6 Identifying and Prioritising Improvements

6.1 Current Asset Assessment - Building Condition Rating

Asset Managers have historically relied on building condition as the means for prioritising improvements works on buildings in order to keep them in a sound useable and safe condition. Borough of Queenscliffe uses asset condition ratings for the 'life time' strategic planning of the asset (major works) and routine maintenance and minor works.

This involves three to four yearly independent inspections of the facility where the building is assigned a condition rating. Trends in the decline or improvement of the asset are measured (deteriorating, remaining the same or improving) from one inspection to the next. The trend assists identifying when the asset will require a renewal, upgrade or replacement.

The latest condition assessment of public toilets was undertaken in 2014 and the condition ratings are used in this Strategy.

6.2 Extending Assessment Beyond 'Condition' Rating Only

There are limitations in basing expenditure on 'condition' only, as it fails to address whether the building is fit for the purpose for which it is being used. 'Fit for purpose' is essential for public amenities. For example, it is not preferred for a public toilet to be housed in a building where it:

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

Surveys in other municipalities have highlighted that cleanliness and safety are the highest requirements for public toilet users.

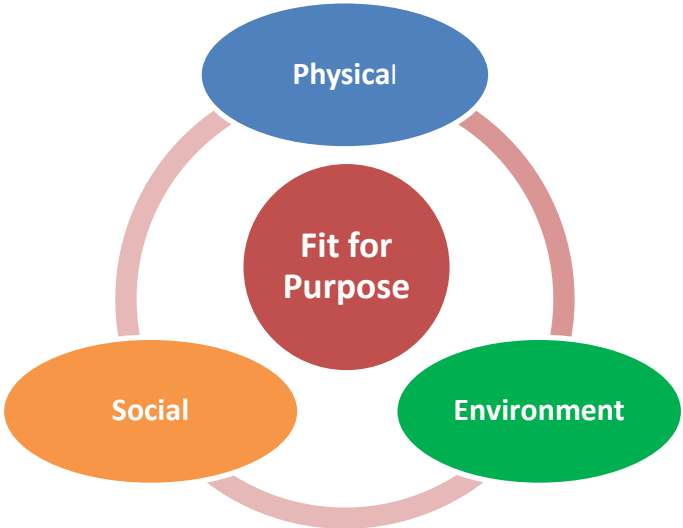
In conjunction with the 'Building Condition Rating' in setting priorities this Strategy also considers the 'Fit for Purpose' which comprises:

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

Bringing suitability (performance) and risk into asset management brings another powerful element to asset management decision making. Its strength is in providing a more comprehensive tool for assisting Council in the allocation of valuable financial resources to ensure a better community outcome is achieved.

6.3 Performance and Risk Approach

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



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

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

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

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

6.4 ‘Fit for Purpose’ (Performance) Rankings

For the purpose of this Strategy, a detailed assessment the 14 public toilets was carried out by inspecting each site and interviewing key people to obtain the required information to populate the ‘Performance Rating Score Cards’.

Using the ‘Performance Score’ the existing toilets are ranked between 1 to 5, with the toilets receiving the highest performance score out of 5 being the lowest performers and identified as those that should be higher on the priority list for consideration for improvement works from a performance perspective. It should be noted that a low performing toilet does not necessarily represent a failure, but suggests a priority for upgrading to meet current expectations.

Addition of the performance score with the building condition score provides an overall Public Toilet Facility score for the purposes of prioritising upgrade and renewal public toilet expenditure.

However as detailed in this Strategy performance may also be improved through undertaking targeted minor works or design changes to the toilet or surrounds or operational changes without requiring major expenditure on the building itself.

Appendix 2 - Details the performance and risk assessment process.

Appendix 3– Contains the detailed evaluation sheets for each individual public toilet

6.5 Evaluation Outcomes

6.5.1 'Fit For Purpose' (Performance) Rankings

A detailed assessment of each of the 14 public toilets was carried out by inspecting each site during the day and at night, and from interviewing key people to obtain the required information to populate the 'Performance Rating Score Card'.

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

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

The following lists Borough of Queenscliffe's Public Toilets in Priority Upgrade Order, based on performance only, ranked from the lowest performing (highest score) to the highest performing (lowest score).

Public Toilets - Performance Score – Ranked Lowest to Highest Performance

| Priority Upgrade Order | Asset No. | Toilet Name | Toilet Location | Performance Score |
|------------------------|-----------|---------------------------------|-------------------------------------|-------------------|
| 1 | 11 | Lighthouse Reserve | Point Lonsdale Road, Point Lonsdale | 3.50 |
| 2 | 8 | Queenscliffe Recreation Reserve | Hesse Street, Queenscliff | 3.44 |
| 3 | 13 | Gas Works Skate Park | Point Lonsdale Road, Point Lonsdale | 3.17 |
| 4 | 6 | Princess Park | Tobin Drive, Queenscliff | 3.06 |
| 5 | 12 | Point Lonsdale Foreshore | Point Lonsdale Road, Point Lonsdale | 2.72 |
| 6 | 4 | Santa Casa Beach | Henry Street, Queenscliff | 2.61 |
| 7 | 7 | Weeroona Parade | Weeroona Parade, Queenscliff | 2.56 |
| 8 | 9 | Ganes Reserve | Ocean Road, Point Lonsdale | 2.56 |
| 9 | 14 | Royal Park | Point Lonsdale Road, Point Lonsdale | 2.44 |
| 10 | 2 | Hesse Street | Hesse Street, Queenscliff | 2.39 |
| 11 | 3 | Citizen's Park | Gellibrand Street, Queenscliff | 2.06 |
| 12 | 10 | Point Lonsdale Back Beach | Ocean Road, Point Lonsdale | 2.00 |
| 13 | 1 | JL Jordan Reserve – Boat Ramp | Hesse Street Extension, Queenscliff | 1.94 |
| 14 | 5 | Victoria Park | King Street, Queenscliff | 1.83 |

6.5.2 Building Asset Condition Rating Rankings

By comparison the following lists the Borough of Queenscliff's Public Toilets in Priority Upgrade Order, based on Building Asset Condition Assessment Rating (2014). The score range is from 1-10 and the toilets are ranked from the poorest condition (highest score) to the best condition (lowest score).

| Priority Upgrade Order | Asset No. | Toilet Name | Toilet Location | Building Condition Score |
|------------------------|-----------|---------------------------------|-------------------------------------|--------------------------|
| 1 | 11 | Lighthouse Reserve | Point Lonsdale Road, Point Lonsdale | 7 |
| 2 | 8 | Queenscliffe Recreation Reserve | Hesse Street, Queenscliff | 6 |
| 3 | 13 | Gas Works Skate Park | Point Lonsdale Road, Point Lonsdale | 6 |
| 4 | 6 | Princess Park | Tobin Drive, Queenscliff | 6 |
| 5 | 7 | Weeroona Parade | Weeroona Parade, Queenscliff | 6 |
| 6 | 12 | Point Lonsdale Foreshore | Point Lonsdale Road, Point Lonsdale | 5 |
| 7 | 9 | Ganes Reserve | Ocean Road, Point Lonsdale | 4 |
| 8 | 14 | Royal Park | Point Lonsdale Road, Point Lonsdale | 4 |
| 9 | 4 | Santa Casa Beach | Henry Street, Queenscliff | 3 |
| 10 | 1 | JL Jordan Reserve – Boat Ramp | Hesse Street Extension, Queenscliff | 3 |
| 11 | 3 | Citizen's Park | Gellibrand Street, Queenscliff | 2 |
| 12 | 10 | Point Lonsdale Back Beach | Ocean Road, Point Lonsdale | 2 |
| 13 | 2 | Hesse Street | Hesse Street, Queenscliff | 1 |
| 14 | 5 | Victoria Park | King Street, Queenscliff | 1 |

6.5.3 Combined Performance and Building Asset Condition Ratings Rankings

By combining the 'Performance' Scores with the 'Building Asset' Scores, a more accurate overall picture of the public toilets serviceability is obtained.

To achieve a combined score the Building Condition Asset score, which is a score out of ten is adjusted to a score out of five, the same range as the Performance Score. Adding the two

scores provides a score out of ten. The score range is from 1-10 and the toilets are ranked from the lowest serviceability (highest score) to the highest serviceability (lowest score).

| Priority Upgrade Order | Asset No. | Toilet Name | Toilet Location | Perform +Build Score |
|------------------------|-----------|---------------------------------|-------------------------------------|----------------------|
| 1 | 11 | Lighthouse Reserve | Point Lonsdale Road, Point Lonsdale | 7.00 |
| 2 | 8 | Queenscliffe Recreation Reserve | Hesse Street, Queenscliff | 6.44 |
| 3 | 13 | Gas Works Skate Park | Point Lonsdale Road, Point Lonsdale | 6.17 |
| 4 | 6 | Princess Park | Tobin Drive, Queenscliff | 6.06 |
| 5 | 7 | Weeroona Parade | Weeroona Parade, Queenscliff | 5.56 |
| 6 | 12 | Point Lonsdale Foreshore | Point Lonsdale Road, Point Lonsdale | 5.22 |
| 7 | 9 | Ganes Reserve | Ocean Road, Point Lonsdale | 4.56 |
| 8 | 14 | Royal Park | Point Lonsdale Road, Point Lonsdale | 4.44 |
| 9 | 4 | Santa Casa Beach | Henry Street, Queenscliff | 4.11 |
| 10 | 1 | JL Jordan Reserve – Boat Ramp | Hesse Street Extension, Queenscliff | 3.44 |
| 11 | 3 | Citizen’s Park | Gellibrand Street, Queenscliff | 3.06 |
| 12 | 10 | Point Lonsdale Back Beach | Ocean Road, Point Lonsdale | 3.00 |
| 13 | 2 | Hesse Street | Hesse Street, Queenscliff | 2.89 |
| 14 | 5 | Victoria Park | King Street, Queenscliff | 2.33 |

6.5.4 Major Works Considerations

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

- The need for new public toilets identified in Master Plans and from community requests; and
- The ability to coordinate upgrading of public toilets with co-located buildings upgrades, renewal or new structures.

The Strategy recommends:

Action 1- That the public toilets with the highest overall performance and building scores be given the highest priority for consideration of major works.

Action 2- When any co-located structure with public toilets is to be upgraded or renewed the public toilet component is also considered for upgrade or renewal.

Action 3 – The need for and provision of public amenities must be considered in any planned new developments.

7 Public Amenities Asset Value and Expenditure

7.1 Asset Value

The total replacement value of Borough of Queenscliffe public toilets is approximately \$2.4M

7.2 Expenditure

The nominal amount spent each year for maintenance and minor renewal works on all of the Borough's buildings is approximately \$650,000. Approximately \$89,500 per annum is spent on public toilet cleaning and \$58,000 per annum on minor maintenance.

Historically only small amounts of funds have been allowed in the capital funds for expenditure on Public Toilets.

The ten year Public Toilet Strategy Action Plan is based on Council being able to allocate adequate funds or attract funds from other internal budgets for joint projects or attract funds from external sources.

8 Capital Works

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

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

8.1 Capital Works Funding

Borough of Queenscliffe maintains an Asset Renewal Reserve for larger projects and sets aside approximately \$650,000 per annum for renewal of all buildings (a total of 64).

Capital funding for new or replacement public toilets will require specific allocation to be made for each project. As the Borough has limited funds for capital projects, where possible all efforts should be made to attract funding from other sources. This may be from within the Council budget where there may be a shared use of the public toilet with another council service e.g. caravan park, or in conjunction with another major development project; or funds from external sources such as government grants.

8.2 Proposed Capital Works – Upgrade Toilets

Taking into account the performance ranking, building condition, public requests and purpose for the toilets, the Strategy examines key public toilet projects identifying opportunities and constraints. These projects are recommended for consideration for funding, in priority order.

8.2.1 Light House Reserve.

Proposal:

Demolish the existing toilets and replace with a new stand-alone 24 hour public toilet built within the same vicinity – subject to masterplan development.

Supporting Information:

The existing toilet obtained the poorest performance rating and building condition rating. The building condition is described in the Building Asset Management & Condition Review 2014 as condition rating of 7 and states “*This toilet block is in poor condition. Structurally the walls are in question with them being out of vertical alignment and subject to concrete cancer. Council should consider replacing this structure.*” The building has undergone interim restoration works in June 2018 to remediate the structural integrity of one of the walls and attend to the concrete cancer. This is to extend the life of the building for another 2-5 years whilst development in the area is confirmed. Prior to these works the building condition shown it had deteriorated to a rating of 8 in the 2017 Building Asset Management & Condition Review

It is an older traditional design with very old fittings. It is poorly oriented with entrances at the rear of the building away from public view, only partially roofed, has no disability accessible toilet and no night lighting.

The Queenscliff and 'Point Lonsdale Lighthouse Reserves Development Study' recognises the need for the toilet and recommends it be 'refurbished'.

Configuration:

The configuration of the replacement toilet will depend upon the potential impact any future development of the reserve may have on the use of the toilet.

As a minimum the toilet should comprise a disability accessible unisex cubicle and separate Male and Female cubicles of a larger size with a small bench to accommodate change facilities for beach users.

Estimated Cost:

The Building Asset Management & Condition Review 2014 lists the building replacement value at \$117,000. With demolition of the old building, having to provide lighting, improved access and larger cubicles with a higher standard fit-out, an estimated cost of \$250,000 is allowed.

It may be possible to attract some external funding when the site is developed.

8.2.2 Queenscliffe Recreation Reserve – Hesse Street

Proposal:

Demolish and replace the existing toilets with a new 24 hour public toilet built within the same vicinity, but accessible from Hesse Street. This replacement of the existing toilets will be included in the Caravan Parks Draft Master Plan that is currently being developed

It should be a joint venture with the caravan park providing a new building replacing the three old buildings giving improved amenities for the caravan park, with access from within the park, and the public toilets a separate facility but attached and accessible from Hesse Street.

Supporting Information:

The existing toilet is within the recreation reserve and must be accessed through the caravan park. It forms part of three buildings servicing the caravan park. It is very difficult to locate the public toilet itself and also the entrance to the toilet. It obtained the second poorest performance ranking and a poor building condition rating. The building condition is described in the Building Asset Management & Condition Review 2014 as condition rating of 6 and states "*These three buildings form an unsightly deteriorating collection of three small amenity blocks showing their age being located immediately adjacent to each other. Council may consider demolishing all three and re-building a new facility to replace them*"

The redevelopment of the Hesse Street kiosk is currently being considered and the need for improved public toilets is part of the consideration.

Configuration:

The configuration of the replacement toilet will depend upon the final decision on whether the redevelopment of the kiosk has its own toilets for patrons or the kiosk will rely on using the public toilets.

As a minimum the toilet should comprise a disability accessible unisex cubicle and separate Male and Female cubicles of a larger size with a small bench to accommodate change facilities for beach users.

Estimated Cost:

The Building Asset Management & Condition Review 2014 lists the building replacement value at approximately \$130,000. Should the project be a joint venture with redevelopment of the caravan park amenities building then it is not unreasonable to assume the public toilet component could be built for approximately \$200,000 for contribution to demolition, and providing larger cubicles with higher standard internal fit-out.

8.2.3 Princess Park

Proposal:

The public toilet component of the 'Kiosk and Toilets' building needs an urgent upgrade and refit at the least, if not demolished and replaced.

However, the upgrade of this toilet is linked to the lease for the Kiosk where the lessee is required to undertake the toilet upgrade work during the term of the lease.

The lease agreement is at a stage whereby it is now due to create a 'long term development plan' for the facilities adjoining the lease area (by the 15 December 2018). Agreed components of this development plan are to be implemented within 5 years of the development plan being endorsed by the landlord.

Refer also the Alternative 2 proposal for Weeroona Public Toilets.

Supporting Information:

Princess Park received the fourth poorest performance score and a poor building rating of 6. The building condition is described in the Building Asset Management & Condition Review 2014 as condition rating of 6 and states '*The amenities component of the building is in very poor condition and need to be upgraded*'

It is unpleasant to use and detracts from the park upgrades including the playground and does not enhance a residents or visitors experience of Queenscliff.

Configuration:

The configuration of the replacement toilet will depend upon the terms of the lease, but consideration must be given to the requirements of the adjoining playground (family), park and beach users.

As a minimum the toilet should comprise a disability accessible unisex cubicle and two separate Male and two separate Female cubicles of a larger size with a small bench to accommodate change facilities for beach users.

Estimated Cost:

Not able to be estimated at this stage.

8.2.4 Weeroona Public Toilets

Proposal:

Alternative 1 - demolished existing toilets and replaced with a new 24 hour public toilet with less cubicles built at the same location and incorporate a slab at the side of the toilet facility with connections to water and sewer for temporary toilets for use during peak times such as Christmas/New Year and festivals.

Alternative 2 – demolish existing toilets and construct a new facility in Princess Park on the south side of and fronting Symonds Street, located near the shelter. Construct a slab on the Weeroona toilet site with connections to water and sewer for temporary toilets for use during peak times such as Christmas/New Year and festivals

This option has the potential to service both bus travelers and the playground users near the Princess Park Kiosk where each group will have less than 100 metres to walk to the new toilet facility. This will allow closure of the Princess Park Toilets and less pressure to upgrade under the lease.

Supporting Information:

The existing toilet obtained the seventh poorest performance ranking and a poor building condition rating of 6, with an overall fifth place ranking for upgrading works. The building has major structural issues running the full length of the facility.

The Building Asset Management & Condition Review 2014 states that a condition 6 rating is a building '*in fair to poor overall condition. The condition deterioration would be quite obvious. Serviceability would now be affected and maintenance cost would be rising*'.

Configuration:

As a minimum the toilet should comprise a disability accessible unisex cubicle and two (2) separate Male and three (3) separate Female cubicles of a larger size with a small bench to accommodate providing change facilities for beach users.

As a minimum the slab should be capable of accommodating 8 Female and 6 Male and one Disability Accessible toilet.

Estimated Cost:

The Building Asset Management & Condition Review 2014 lists the building replacement value at approximately \$320,000. With demolition of the old building, providing and larger cubicles with a higher standard fit-out, an estimated cost of \$350,000 is allowed for replacement of toilets.

For the slab and service connections for the temporary toilets, an estimated cost of \$25,000 is allowed.

8.2.5 Point Lonsdale Foreshore Public Toilets

These toilets have been replaced as part of the Point Lonsdale Foreshore revitalisation project in 2016.

8.2.6 Gas Works Skate Park

Proposal:

Remove the portable toilets and replaced with a new stand-alone 24 hour public toilet built closer to and facing the road.

Supporting Information:

The existing toilet obtained the third poorest performance rating and poor building condition rating of 6.

Although the toilets received an overall ranking of third in the priority for upgrading, the specific use by skateboarders mainly during the summer peak season and lower general use by walkers placed it lower in the priority for capital funding.

It is a portable building of the older traditional design with very old fittings. It is poorly oriented facing away from public view, and has very poor disability accessible toilets.

Configuration:

As a minimum the toilet should comprise a disability accessible unisex cubicle.

Estimated Cost:

The Building Asset Management & Condition Review 2014 lists the building replacement value at \$66,000. The construction of a permanent structure with improved access and a higher standard fit-out is estimated to cost \$120,000.

8.2.7 Royal Park Public Toilets

Royal Reserve public toilets are attached to the camping amenities block and consist of very basic male and female toilets and a disability accessible toilet (generally locked). The toilets are difficult to find unless the user is familiar with the park.

A Master Plan is being prepared for the whole of Royal Park providing an opportunity to review the provision and location of the public toilets to better service the park and broader surrounding areas.

Proposal:

The replacement of the existing toilets are to be included in the Caravan Parks Draft Master Plan that is currently being developed

Configuration:

As a minimum the toilets should comprise a disability accessible unisex cubicle and one (1) separate Male and two (2) separate Female cubicles of a larger size with a small bench to accommodate providing change facilities for beach users.

8.3 Proposed Capital Works – New Toilets

8.3.1 Point Lonsdale Beach – Northern End Opposite Loch Street



The users of the northern end of Point Lonsdale beach, playground equipment and the new barbeque facilities recently installed by Council have to walk 450 metres to the Point Lonsdale Foreshore Toilets or 700 metres to Royal Park toilets. As the number of people using this area, include young families, is increasing, it is appropriate to consider the installation of a new public toilet at this location. A toilet at this site will also benefit walkers. Using the New Toilet Assessment Chart (Section 14.8 – Demand for New Toilets) the proposal scores 22, which is high

enough for the new toilet to be considered.

The new toilet configuration can be a single cubicle disability accessible unisex toilet.

The estimated cost is \$120,000.

8.3.2 Dog Beach Carpark



Dog beach is located midway between Queenscliffe and Point Lonsdale, about 1.5 kilometres from each town and also from public toilet facilities. Users of the walking track would welcome a toilet at this location and it could service occasional peaks during events such as the Rip View Swim Classic. A toilet located in the carpark could access sewer connections.

Using the New Toilet Assessment Chart (Section 14.8 – Demand for New Toilets) the proposal scores 16, which is not high enough for a new toilet to be considered, unless circumstances change.

A toilet in the carpark at this location is a lower priority than the Point Lonsdale Beach – Northern End.

A possible option, worthy of consideration, is provision of a slab with service connections suitable for placing and connecting temporary toilets during high peak use times including events.

8.3.3 Old High School Site - Proposed Queenscliffe Botanic Gardens Development



The strategy for the proposed development of the old high school site into a botanic garden incorporating community and indigenous gardens also includes a community building containing externally accessible public toilets. The toilets, if developed, will be located in King Street and service users of the site and the Bellarine Rail Trail.

Building the new public toilets is dependent upon the

development of the gardens for which there is currently no established time frame.

The Strategy recommends:

Action 4 *The list of Upgrade Capital Works detailed in this Strategy be accepted with:*

- (a) funding sources to undertake the works pursued; and*
- (b) Royal Park public toilets to be considered as part of the current Caravan Parks Draft Master Plan.*

Action 5 *The list of New capital works detailed in this Strategy be considered.*

9 Minor Works

There are some instances where public toilets have issues that affect its performance that may be improved through undertaking targeted minor works/design changes to the toilet or surrounds.

The ‘Performance Rating Score Card’ for each toilet also lists at the bottom of the score card opportunities for improvements identified while undertaking the performance assessment inspections. Some of these only involve minor works or design changes which, if undertaken, will lift the level of performance from the user’s perspective.

These have not all been identified in the body of the Strategy, but the following provides examples of some of the minor works/design changes.

9.1 Internal Building Works & Vegetation Management



The Hesse Street public toilets appear dark when first entering. Improved natural lighting or automatic electric lighting will provide a safer feel for patrons



Victoria Park public toilets are obscured by a large bushy tree out front of the toilet. This should be trimmed up for safety and visibility of the toilet. Has been completed in 2017



Citizen's Park public toilets could have the screens at doorways replaced with slats or perforated metal to improve safety for people exiting the toilet and ability to see cubicle doors.

The Strategy recommends:

Action 6 – That minor improvement works identified in the Performance Score Sheets be undertaken to lift the performance of the toilets.

9.2 Night Time Lighting

All Borough of Queenscliffe toilets are open all night. Some have inadequate internal and/or external lighting for accessing the toilets which may expose users to higher risks and the toilets to incidents of anti-social behavior of graffiti and vandalism.

The performance evaluation score sheets identify the toilets that could be provided with improved external and/or internal lighting. These are Walkway to Hesse Street Toilet; south side of Citizens Park Toilet, access paths to Santa Casa Beach Toilet, external lighting Ganes Reserve Toilet, and Light House Reserve Toilet has no lighting, external lighting and Gas Works Skate Park Toilets.

The Strategy recommends:

Action 7 – That the lighting be improved at the public toilets identified unless the toilet is listed for upgrading in the capital works section.

10 Operational Changes

It is possible to lift the level of performance from the user's perspective by carrying out operational improvements.

Community Surveys in other municipalities strongly stated that clean and well maintained toilets with good ventilation are very important.

There are two operational areas that if reviewed and changes made if required, will lift the level of performance of the Boroughs public toilets. These are the cleaning frequency and quality of cleaning and response to cleaning and maintenance issues.

10.1 Frequency and Standard of Cleaning

Changes to cleaning frequencies and lifting the standard and extent of cleaning will improve a user's perception of the public amenity and make the visit more acceptable.

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

Currently each public toilet is serviced daily, seven (7) days per week. During the peak season, nominated facilities are serviced twice daily, once in the morning and again in the afternoon. Peak season is from the last weekend in November up to and including Easter Monday.

The list of public toilets cleaned twice daily should be reviewed to identify if others may need to be added to the list and/or the frequency of cleaning heavily used public toilets may need to be increased.

The current cleaning budget is set at \$89,500 and any increase in the frequency of cleaning will increase costs.

The Strategy recommends:

Action 8 - The frequency, timing, extent and standards, including an inspection regime between cleans for high use times, be reviewed for the cleaning of all public toilets with particular attention to high use areas, seasonal demand and shared use facilities.

Action 9- The cleaning budget is set to accommodate the revised cleaning regime.

10.2 Emergency Response Cleaning and Maintenance

Borough of Queenscliffe cleaning contract states that the frequency of cleaning facilities under this Contract is not limited to the requirements of the cleaning schedule only.

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

Currently the Contractor is responsible for maintaining minimum specified standards and shall undertake additional cleaning activities whenever necessary. Increased usage and higher demand on public toilets may occur on Public Holidays, during major events and festivals, or on periodic community market days.

Users confronted with an unusable toilet are able to easily report the matter to Council. Message boards should be located at each public toilet informing users when the toilet was last cleaned and a contact phone number to report an incident.

The Strategy recommends:

Action 10 – That for the next cleaning contract ensure potential contractors are aware of their responsibility for emergency responses.

Action 11 – Fit information boards to all public toilets that:

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

10.3 Opening Hours

All Borough of Queenscliffe public toilets are open 24 hours a day. While at this stage the toilets left open overnight have not suffered any undue vandalism, graffiti or unsociable activity, the toilets need to be monitored and if night time problems occur then the open hours may require reviewing.

At this stage there are no plans to reduce opening hours of the public toilets.

The Strategy recommends:

Action 12– Should any undue vandalism, graffiti or unsociable activity occur in the toilets at night, the opening hours be reviewed.

10.4 Reducing Number of Cubicles Available

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

For example when the Point Lonsdale Foreshore new public toilet is replaced with a modern designed facility it would be prudent to limit the number of cubicles open to the public during the off-summer and non-holiday periods.

The Strategy recommends:

Action 13 - Where public toilets have multiple cubicles and are fitted with lockable doors consider restricting the number open during the low season or low use periods.

11 Ancillary Services

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

11.1 Baby Change Facilities



Baby change facilities are required in areas that attract or need to accommodate families with young children such as foreshore, shopping centres, parks and reserves with playground equipment. Public toilets in each of these areas should have baby change facilities, preferably located in the unisex cubicle that is accessible by people with disabilities. Each baby change facility must include a nappy bin.

11.2 Bathing Change Facilities

There is a demand for some bathing change rooms along the foreshore precinct. A number of the Public Toilets also provide change facilities which are generally large communal change rooms, some with shower cubicles, in the Male and Female sections. The change and shower facilities are accessed through the toilet foyer area.

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

The Strategy recommends:

Action 14 – That future provision of any new toilets or the renewal of existing toilets along the foreshore must accommodate bathing change facilities by providing larger toilet cubicles fitted with a small bench for placing clothing on.

Action 15 – That future provision of new, refurbished or renewed public toilets at precincts that attract or need to accommodate families with young children include baby change facilities, preferably located in the unisex cubicle that is accessible by people with disabilities.

11.3 Showers (Internal and External)

Five Public Toilets currently provide internal showers, JL Jordan Reserve – Boat Ramp, Citizens Park (showers not working), Weeroona, Point Lonsdale Foreshore and Victoria Park and one toilet Santa Casa Beach toilet has an external shower next to the toilet facility.

It is not usual practice to provide showers within new public toilet facilities, but rather to provide an external shower near the toilet facility. To avoid loitering near toilet entrances, external shower facilities should be located at least 5 metres away from the nearest toilet entrance door.

Toilets servicing the foreshore should be provided with external showers.

The Strategy recommends:

Action 16 – That:

- a) *As a general rule internal showers not be provided in future Public Toilets.*
- b) *Consideration be given to public toilets servicing the foreshore be provided with external showers located at least 5 metres away from the nearest cubicle or entrance door.*

11.4 Disabled Parking Spaces



Disabled carpark spaces are located near public toilets in some instances. As a rule where public toilets are provided adjacent to or very near a carpark, the Borough of Queenscliffe should, where possible, provide at least one disabled car parking space in a bay that is closest to the toilet.

This makes it easier for any impaired person to access the toilet.

The Strategy recommends:

Action 17 – Borough of Queenscliffe continues the practice of providing at least one disabled car parking space near a public toilet when a toilet is located close to a carpark.

11.5 Drinking Water Stations

There is a trend to provide access to external water stations in the vicinity of a public toilet building in parks, sports reserves and along foreshores for the use of people using the facilities and for their animals.

Positioning drinking fountains with dog bowls at or near public toilets is sensible in that they are a focal point and help identify the location of the drinking water. Most toilets also provide easy access to service (water) connections and provide good access for people with impairment.

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

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

Siting the drinking fountains at a public toilet must have regard to CPTED requirements which discourages any other infrastructure near a toilet that could contribute to loitering, posing a threat to toilet users. This can be achieved by locating the drinking fountain forward of the toilet entrance and be at least 5 metres away from the toilet entrance.

New drinking fountains should be designed so they are accessible for people with impairments.

The Strategy recommends:

Action 18 – That consideration is given to providing ‘Drinking Water Stations’ where there are appropriate new works near or major upgrades of public toilets.

12 Signage

12.1 Directional Signage

Inspection of the public toilets identified the lack of signage giving direction to the location of the nearest toilet.



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

Signage though does not want to be a blight on the amenity of the area so it is essential any signage developed should be of a size that ensures it is legible but in keeping with the sensitivity of the surrounding environment.

12.2 Signage on Public Toilets



Stand-alone public toilets, unless easily identified as a public toilet, and pavilion type public toilet collocated with another building should have a sign 'Public Toilet' clearly visible on the building.

The cubicles doors are currently signed with a variety of styles. To assist identification, the cubicle doors should have standardised and clear identity signage.

12.3 Signage Standards



The following signage matters should be addressed:

- Develop design guidelines which give clear indications of the nature of signage to be incorporated in public toilet projects. These might include:
 - Directional signs from multiple directions, including nearby car parking.
 - Signage on access routes for people with mobility impairment whether ambulant or wheelchair/scooter based.
 - In parks or foreshores, signage may be required at entry/ exit points if the public toilet is not immediately visible.
- If on walkways or shared pathways directional/distance signage may be required to indicate the distance to the nearest public toilet as well as directional guidance.

The Strategy recommends:

Action 19 – In consultation with other Departments undertake a review of existing signage protocols associated with public toilets and their locations. This review should achieve consistency in signing the Public Toilets and new signs placed.

13 Guidelines for Design, Siting and Fittings of Public Toilets

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

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

There also needs to be a balance between the request for toilets to meet new demands and the ability of Council to sustain a network of toilets at the level of quality to meet community expectations.

13.1 Surrounding Environment

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

In order to deliver a positive outcome relating to the deployment of public toilets the design and sighting must be sensitive to the surrounding environment.

The Strategy recommends:

Action 20- The design, and siting of public toilets, whether for new facilities or modifications to existing buildings, should be sensitive to the surrounding environment. The design, materials used and finishes should complement the surrounding environment.

13.2 Location

The toilet should be located in a highly visible area with the entrance orientated to the nearby activity, if possible. The immediate vicinity will be free of other facilities which might give people an excuse to loiter in the vicinity of the toilet.

13.3 Accessibility For People Of All Abilities

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

Recent changes to the legislation:

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

The Borough's 14 public toilets range from being compliant with the current standards (new developments and some refits of older toilets), being compliant with the older standard and those that are non-compliant (older traditional style toilets).

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

- Identify where minor works may be undertaken to make the toilets for people with disabilities more accessible;
- Ensure all new toilets are fully compliant;
- When renewing or upgrading an existing toilet it be made compliant; and
- Non-compliant toilets remain non accessible until such time as they are replaced or upgraded.

The Strategy recommends:

Action 21 - To increase the compliance of toilets for people with disabilities that the actions of:

1. *Identify where minor works may be undertaken to make the toilets for people with disabilities more accessible Identify minor works to assist compliance;*
2. *Ensure all new toilets are fully compliant*
3. *When renewing or upgrading an existing toilet it be made compliant*

13.4 Other Strategies and Master Plans

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

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

The Strategy recommends:

Action 22 - Where any redevelopment is undertaken as a result of any recommendations from other strategies and activity master or structure plans, then existing toilets, either within buildings or stand alone, should also be considered for renewal or replacement at the same time.

Action 23 - Where any new development is undertaken as a result of recommendations from other strategies, structure plans or master plans the impact on existing public toilets, or need for new public toilets, as a result of the new development generating greater need, must be considered and any necessary update of existing toilets or provision of new toilets undertaken.

13.5 Distance between Public Toilets

13.5.1 Pedestrian Traffic

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

Along the foreshore and in parks and reserves toilet locations are on a needs basis. Public toilets along the foreshore must only be located at or within 500 metres of a beach access point.

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

Appendix 1 - contains maps showing the locations of the current Public Toilets and has circles of 500 metres radius drawn around each toilet showing the coverage of the existing public toilets.

13.5.2 Bicycle Paths

Where a bicycle path is shared with pedestrians, the distance between toilets should preferably be no more than 1000 metres apart.

Where a path is dedicated to cyclists only, because of their higher mobility, the distance between toilets can be a greater distance, preferably 2000m apart. This caters for the high mobility people in addition to those with a mobility impairment due to age (very young children on bikes or very elderly who may be slower on a bike) or a disability.

The Strategy recommends:

Action 24 – For pedestrian traffic, generally public toilets be located so that the main users of the toilet have no more than 500 metres to walk to access a toilet except in very high constant use areas where there is likely to be a concentration of people with either mobility impairment, aged or children, the distance to walk be reduced to 250 metres where possible.

In addition for the foreshore precinct, toilets must only be located at or within 500 metres of a beach access point.

For bicycle path shared with pedestrians, the distance between toilets should preferably be no more than 1000 metres so that the pedestrian has no more than 500 metres to walk to the nearest toilet.

For dedicated cyclist paths, the distance between toilets can be a greater distance, preferably 2000m apart so that the cyclist has no more than 1000m metres to ride to the nearest toilet.

13.6 Crime Prevention Through Environmental Design (CPTED)

Design of public toilets shall incorporate features and fabric which minimise the opportunity for vandalism, graffiti and anti-social behaviour. Design principles to reduce crime are identified in the field of study known as Crime Prevention Through Environmental Design (CPTED). The primary function of these design principles, when applied to public toilets, is to engender in the members of the public a sense of confidence in the safety of the toilet.

It is accepted in the design and criminology fields as being a useful tool to reduce the likelihood of crime in set locations. Whilst it is impossible to 'design out' crime, better designed areas have been shown to reduce crime and the fear of crime.

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

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

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

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

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

- **Siting – (Visibility)** – Public toilet should be sited at locations that are highly visible from the surrounding area and not hidden away from public view.
- **Access** - entrances to public toilets should be clearly visible from the street and other public areas; and public toilets in or near playgrounds clearly visible from the playground. Access should not be obscured.
- **Light** - Maximum use of natural light and/or artificial light in the public toilet, and especially if used after dark good artificial lighting in and around the facility.
- **Location & proximity to other Buildings** – Public toilet should be capable of natural surveillance from pedestrian activity and other building users. Other buildings or landscape features should not obscure the view of the public toilet.
- **Orientation** – Entrances should face towards areas of maximum pedestrian activity.
- **Landscaping** – should not obscure the public toilet. Low landscape planting should be well maintained to a low height.
- **Building materials and finishes** – should be light in colour and a type of material that discourages graffiti which is easy to maintain and is easy to clean.
- **Building Design and Cubicle Configuration** – Design should be welcoming with cubicles having direct access to the public area, natural lighting to be maximised, and light coloured surfaces.
- **Management, Maintenance and Security** – Good maintenance, management and security generally leads to good image, and discourages vandalism and other unsocial activities.

The Strategy recommends:

Action 25 – Borough of Queenscliffe continue the practice of adopting the design principles of CPTED (Crime Prevention Through Environmental Design) in the provision of toilets

13.7 Configuration of Public Toilets

Public toilet facilities in Queenscliff are located along the foreshore, at shopping centres, caravan parks, specialist locations or free standing in parks and reserves. Each precinct has

unique demands influencing configuration, elements of the public toilet, cubicle numbers, size, features and gender usage.

| Precinct | Demand |
|--|--|
| Foreshore Precinct | All year with high sustained summer peak |
| Town Centre Precinct | All year high constant demand ,peaking during summer and events |
| Caravan Parks Precinct | Peak summer demand with lower demand other times of year |
| Parks, Gardens & Reserves Precinct | Lower demand with occasional peaks usually related to summer and events |
| Specialist Activity Precinct – Boat Ramp & Skate Park | Peak summer demand, weekends and public holidays, lower demand other times |

13.7.1 Foreshore Precinct

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

- Separate gender facilities;
- Two cubicles for each gender with a separate unisex cubicle accessible for people with disabilities;
- Cubicles to be large and incorporate a change bench and clothes hook;
- Disability cubicles to have baby change facilities; and
- External showers.

13.7.2 Town Centre Precinct

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

- Separate gender facilities;
- One cubicle for male and two cubicles for Females with a separate unisex cubicle accessible for people with disabilities;
- Disability cubicle to have baby change facilities;

13.7.3 Caravan Park Precinct

(a) Replacement or new caravan park toilets (not catering for park caravans & campers) that cater for peak summer demand with lower demand other times of are preferred to have as a minimum:

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

13.7.4 Parks, Gardens and Reserves

Refurbishment of an existing toilet facility or new facility:

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

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

13.7.5 Specialist Activity Precinct – Boat Ramp & Skate Park

Refurbishment of an existing public toilet or new toilet, depending upon the demand, is preferred to have as a minimum:

1. Generally low demand with high peaks in summer and holidays
 - One unisex cubicle accessible for people with disabilities;
2. Constant demand with peaks in summer, on weekends and holidays:
 - Separate gender facilities;
 - One cubicle for each gender – to be accessible for people with disabilities;
Or
 - Two unisex cubicles accessible for people with disabilities if deemed more appropriate.

The Strategy recommends:

Action 26 - The toilet cubicle configurations stipulated in the 'Configuration of Public Toilets' Section of the Strategy be used as a guide when upgrading, replacing or building new public toilets.

13.8 Fit-Out and Comfort Features

Public amenities must provide, as a minimum:

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

In addition, baby change facilities are to be provided in accordance with **Section 11 'Ancillary Services'** of this Strategy.

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

The Queenscliff Recreation Reserve is the only toilet with soap and hand drying facilities and Victoria Park has hand drying facilities. Consideration should be given to including soap dispensers and hand dryers in all existing (retrofitting) and future upgraded and new public amenities.

Retrofitting hand dryers may require the toilet to be metered for electricity usage. The cost effectiveness of providing the dryers must be considered if this occurs.

The Strategy recommends:

Action 27- A suitable method of providing soap and hand drying facilities to all public amenities be investigated.

Action 28- A program of retrofitting soap and hand drying facilities to all public amenities be implemented if cost effective.

Action 29- All new and upgraded public amenities be fitted with soap and hand drying facilities in addition to the standard minimum fit-out.

13.9 Environmental Sustainability

Public toilets, like all council buildings, need to make a contribution to meeting Council sustainability targets. The design of any building is a synthesis of complex requirements and particularly so in the case of public toilets.

To this end, the sustainability design criteria for public toilets recognises accessibility, cleanliness, graffiti and vandal resistance as primary design objectives, and, within that framework, further prioritise environmentally sustainable options such as reduced water and power consumption.

The most significant environmental impact is however the number of public toilet buildings and a strategic distribution of public toilets provide the greatest opportunity to manage the impact on sustainability targets.

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

The Strategy recommends:

Action 30- That all new, renewed and upgraded public toilets incorporate sustainability principles of water and energy conservation and materials recyclability.

14 Asset Management - Guidelines for Renewal, Upgrade, Remove and New

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

1. Renew (minor improvements and/or refitting existing building with new facilities and fixtures);
2. Upgrade (demolish existing building and reconstruct new toilet on same site, or new site);
3. Remove (not replace at all); and
4. New (request for new toilet on new site).

14.1 Check list to Assist Decision Making

The separate document “**Appendix 4**” provides ‘**Assessment Guidelines**’ to assist in the decision making process for Renewal, Upgrade or Removal of a public toilet. A scoring assessment process to determine the need for a new public toilet and its priority is included in this appendix.

14.2 Renewal (refurbish)

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

Renewal should be considered where:

- The existing public amenity building is sound;
- The existing building is of an acceptable architectural design and compliments the surrounding buildings and/or landscape;
- The existing building is located where there is still a need for a public amenity;
- The existing building is well sited with safe access (meeting CPTED criteria);
- Can be internally redesigned to meet current requirements and standards such as cubicle doors opening directly onto the public space;
- Can accommodate at least one cubicle meeting current standards for access for people with disabilities;
- Cost benefit analysis for the life of the asset favours renewal over replacement.

14.3 Renewal Priorities

The priority for the renewal of existing buildings is determined by independent inspections to assess relative condition to arrive at a priority for the next few years. This independent inspection (audit) occurs every three – four years. In addition Public Toilets will also now incorporate the ‘Fit for Purpose’ performance assessment that form part of this 2015-2025 Public Toilet Strategy.

The Strategy recommends:

Action 31 – Use the three yearly audit results and performance assessments to inform the forward public toilet renewal program.

14.4 Upgrade (replace with new)

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

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

14.5 Recurrent Costs

The high service levels expected from modern public toilets in cleanliness, availability of consumables mean the failure to accommodate cleaning and maintenance budgets in line with additional buildings will have a much more direct impact in service levels than in other types of council buildings.

It is proposed that there be a change to funding processes so that when funds are sought for an additional public toilet, additional funds are approved for operational and maintenance costs as part of the council approval process.

The most efficient way is to have a standard cost by which operational and maintenance costs would be increased when each additional public toilet is proposed. Infrastructure Services budgets could then be escalated by this standard amount through with normal budget processes.

The Strategy recommends:

Action 32– Ensure when funds are sought for an additional public toilet, additional funds be approved for operational and maintenance costs as part of the council approval process.

14.6 Remove (need to decommission & not replace)

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

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

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

14.7 New Public Toilets

In assessing the deployment of new public toilets within the municipality the following matters will be taken into consideration.

14.7.1 Location

Council will generally only consider providing new public toilets where it can be shown that it will complement the current distribution of toilets.

14.7.2 Proximity to Other Public Toilets

The Borough will not normally provide a new Public Toilet within 1000 metres of an existing public toilet (distance to walk to the nearest public toilet is 500 metres) except where in very high constant use areas where there is likely to be a concentration of people with disabilities, or the aged or children, the distance to walk is reduced to 250 metres.

14.7.3 Utilisation / Special Requirements

Generally proposals which satisfy the above criteria must also demonstrate a facility utilisation consistent with other public toilets.

However further consideration will be given to high usage proposals, special locations and facilities that would uniquely satisfy the special needs of the user (elderly, young, etc.). That is some toilets may not have high utilisation, but provide an essential service for a special location or special need.

Although usage alone does not necessarily determine if a toilet is required, as usage patterns can differ depending upon the type of catchment and patrons serviced, it is important to continue gathering usage data overtime to assist with provision of public toilets.

14.7.4 Alignment with Strategy / Planning Framework

The deployment of any new public toilet as a contribution to the success of a new facility or a planning strategy (urban development framework) will be carefully assessed.

The Strategy recommends:

Action 33 – Formally align future planning strategies/Master Plans with the future provisions for public toilets.

14.8 Demand for New Public Toilets

In making a decision as to whether a request for a new toilet in a new location is justified and if it should be considered for additional capital funding the proposal must be tested against the 'New Toilet Assessment Chart'. This process addresses the above criteria and through a scoring mechanism indicates whether the proposal should be supported or not. This process also helps establish priorities for multiple requests.

The separate document "**Appendix 5**" provides '**Assessment Guidelines for New Toilets**' to assist in the decision making. A scoring assessment process to determine the need for a new public toilet and its priority is included in this appendix.

14.8.1 Testing need for new Public Toilets

Consideration of the need for a new public toilet is through testing the scenario against the set of criteria, which if supported by council will assist in sifting through the requests for new toilets.

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

- The request is supported by a Borough of Queenscliffe Strategy, Master Plans or this Strategy;
- The demand is generated by development resulting from actioning a Master Plan or Strategy, or some other works such as a playground, which did not incorporate a public toilet within the original design;
- The use is generated from a Council initiative, and is not just a private enterprise activity;
- The distance to the nearest toilet is more than 500 metres away or 250 metres in special circumstances and in the case of the foreshore the proposed site is within 500 metres of a beach access point;
- The increased demand is permanent (either regular peaks or constant increased demand); or
- The lack of a public toilet increases the risk to safety through unsociable behaviour of people relieving themselves at the site.

14.8.2 Prioritising New Public Toilets

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

14.8.3 New Toilets Assessment Score Sheet

The *New Toilet Assessment Chart* in **Appendix 5 - 'Assessment Guidelines for New Toilets'** should be used to determine:

- If a new toilet is warranted; and
- If warranted, the priority for building the new toilet.

Part 1 - of the score sheet determines if a request for a new public toilet is warranted.

- If the proposal answers 'Yes' to one or more of the criteria the New Toilet is to be considered A score of one is given for each 'Yes' answer to the six criteria.
- If 'No' to all – Do not consider a new toilet

Part 2 – of the score sheet assists in established need

Using the 'Part 2 Assessment Chart' in **Appendix 5** provide a score of 1-5 against each of the five elements.

Total the Scores of Part 1 and Part 2

The highest score establishes the highest priority. The Strategy proposes that no toilet should be considered unless a score of **20** is obtained.

15 Ten Year Capital Works Plan

15.1 Budget Allocation

Borough of Queenscliffe has not set aside any funds in advance of this Strategy for renewal and new Capital works for public toilets.

The Ten Year Capital Works Plan is an indicative program of renewal and new capital projects that should be used to guide the council in its deliberation in allocating funds, for seeking additional funding form external sources, or combining projects to offset costs.

The Ten Year Capital Works Plan is a guide based on estimated costs only. Designs and detailed costs should be prepared to more accurately determine how much work will cost.

15.2 Ten Year Plan

The priority and proposed works to be undertaken in the Ten Year Capital Works Plan result from the Performance Evaluation ranking, detailed assessment criteria, and the building condition of the existing public amenities. Details of the works are provided in Section 8 Capital Works Details.

Ten Year Capital Works Renewal and New Plan

| Year | Toilet ID | Toilet Name | Proposed Works | Estimated Cost | 18/07/2018 Notes |
|------|-----------|--|--|-----------------|---|
| 1 | 12 | Point Lonsdale Foreshore | Demolish existing toilet and build new stand-alone six cubicle toilets near former site | Funding sourced | Completed |
| 2 | 11 | Point Lonsdale Light- House Reserve | Demolish existing toilet and build new stand-alone three cubicle toilets on former site | \$250,000 | Included in Point Lonsdale Light Reserve Masterplan |
| 3 | 8 | Queenscliffe Recreation Reserve – Hesse Street | Prepare concept plan working in with kiosk redevelopment and caravan park amenities redevelopment and prepare design | \$ 15,000 | Included in Destination Queenscliff project |
| 4 | 8 | Queenscliffe Recreation Reserve – Hesse Street | Demolish old toilets and construct new toilets minimum three cubicle toilets | \$200,000 | Included in Caravan Park Master plan |
| 5 | 6 | Princess Park | Work with Lessee to upgrade the toilets as per the lease agreement | \$10,000 | Planning in 2018/19. Upgrade within 5 years |
| | 7 | Weeroona | Prepare concept and then design new toilets | \$15,000 | |
| 6 | 7 | Weeroona | Demolish old toilets and construct new toilets minimum six cubicle toilets and hard stand for portable toilets | \$350,000 | |

| Year | Toilet ID | Toilet Name | Proposed Works | Estimated Cost | 18/07/2018 Notes |
|------|-----------|-------------------------------------|---|----------------|--------------------------------------|
| 7 | 13 | Gas Works Skate Park | Prepare concept and then design new toilets | \$10,000 | |
| 8 | 13 | Gas Works Skate Park | Remove old toilets and construct new toilets minimum one unisex cubicle toilets | \$120,000 | |
| 9 | New | Point Lonsdale Beach – Northern End | Construct new toilet minimum one unisex cubicle toilets | \$120,000 | |
| 10 | New | Royal Park | Construct new toilets as per new Master Plan and decommission old toilets (no.14) | \$350,000 | Included in Caravan Park Master plan |

16 Consolidated List of Strategy Actions

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

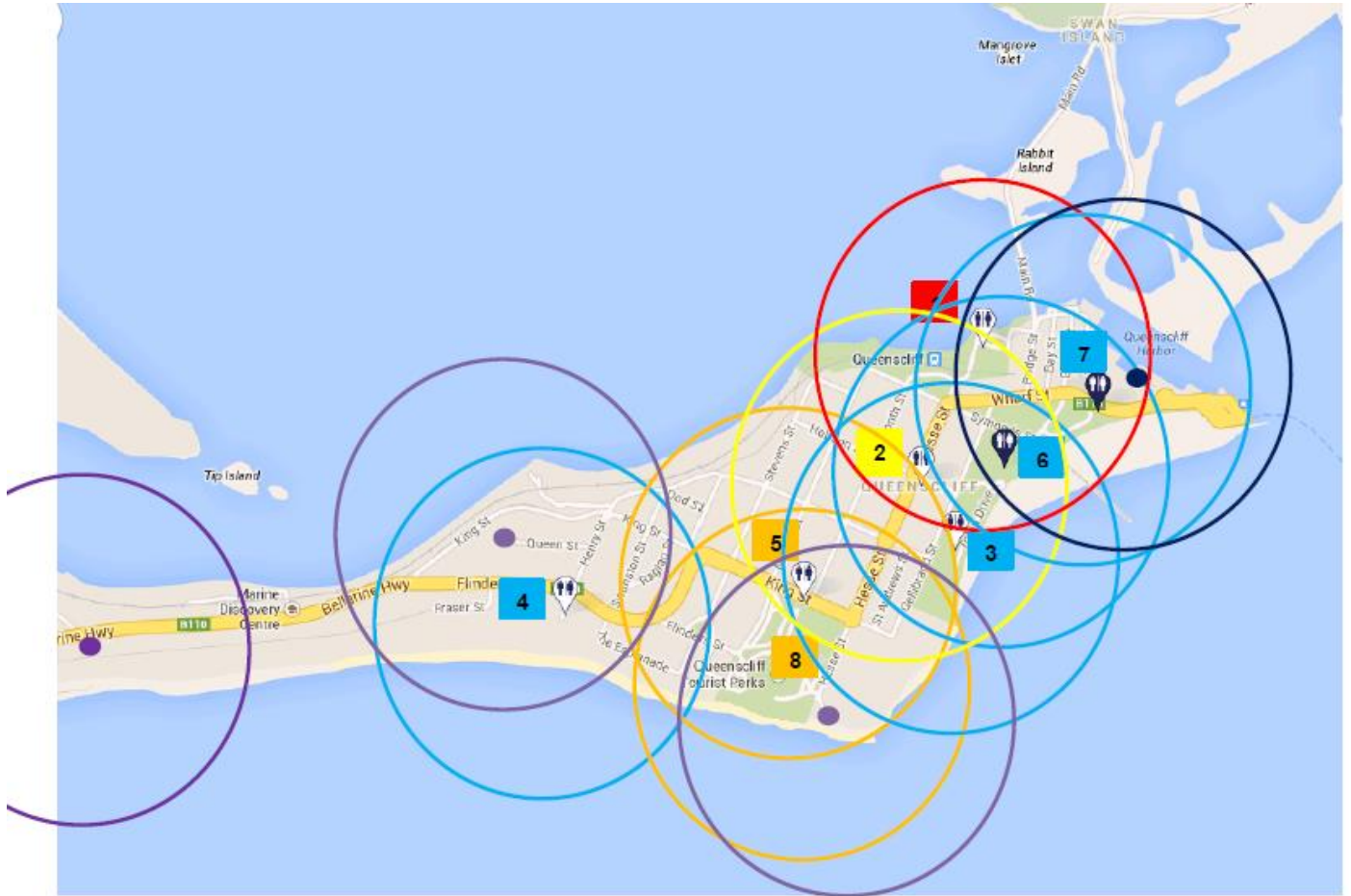
| Public Toilet Strategy 2015 – Strategy Actions | | Funding Source & Indicative Costs | Action Year |
|--|--|--|-------------|
| Section 6 – Evaluation Outcomes | | | |
| Action 1 | <i>That the public toilets with the highest overall performance and building scores be given the highest priority for consideration of major works.</i> | <i>In House</i> | 1-10 |
| Action 2 | <i>When any co-located structure with public toilets is to be upgraded or renewed the public toilet component is also considered for upgrade or renewal.</i> | <i>In House</i> | 1-10 |
| Action 3 | <i>The need for and provision of public amenities must be considered in any planned new developments.</i> | <i>In House</i> | 1-10 |
| Section 8 - Capital Works | | | |
| Action 4 | <i>The list of Upgrade Capital Works detailed in this Strategy be accepted with: (a) funding sources to undertake the works pursued; and (b) Royal Park public toilets be referred to the Royal Park Master Planning for consideration.</i> | <i>Renewal, New & Upgrade public toilet. Budget to be allocated from Renewal and Capital works</i> | 1-10 |
| Action 5 | <i>The list of New capital works detailed in this Strategy be considered.</i> | <i>New works to be funded from Capital works</i> | 1-10 |
| Section 9 - Minor Works | | | |
| Action 6 | <i>That minor improvement works identified in the Performance Score Sheets be undertaken to lift the performance of the toilets.</i> | <i>\$ - Cost from maintenance \$20,000</i> | 2 |
| Action 7 | <i>That the lighting be improved at the public toilets identified unless the toilet is listed for upgrading in the capital works section..</i> | <i>\$ - Cost from maintenance \$30,000</i> | 2 |
| Section 10 – Operational Changes | | | |
| Action 8 | <i>-The frequency, timing, extent and standards, including an inspection regime between cleans for high use times, be reviewed for the cleaning of all public toilets with particular attention to high use areas, seasonal demand and shared use facilities.</i> | <i>In-house</i> | 1-10 |
| Action 9 | <i>The cleaning budget is set to accommodate the revised cleaning regime.</i> | <i>In-house</i> | 1-10 |
| Action 10 | <i>That for the next cleaning contract ensure potential contractors are aware of their responsibility for emergency responses.</i> | <i>In-house</i> | 1 |
| Action 11 | <i>Fit information boards to all public toilets that:</i> <ul style="list-style-type: none"> • <i>Display the frequency of cleaning of the public toilet;</i> • <i>The date and time the toilet was last cleaned (information to be provided by the cleaning contractor after each time the toilet is cleaned);</i> • <i>Contact phone number to report an incident; and</i> • <i>Name and location of the nearest public amenity.</i> | <i>In-house – \$7,000</i> | 2 |
| Action 12 | <i>Should any undue vandalism, graffiti or unsociable activity occur in the toilets at night, the opening hours be reviewed.</i> | <i>In-house</i> | 1-10 |
| Action 13 | <i>Where public toilets have multiple cubicles and are fitted with lockable doors consider restricting the</i> | <i>In-house</i> | 1-10 |

| Public Toilet Strategy 2015 – Strategy Actions | | Funding Source & Indicative Costs | Action Year |
|--|--|--|--------------------|
| | <i>number open during the low season or low use periods.</i> | | |
| Section 11 – Ancillary Services | | | |
| <i>Action 14</i> | <i>That future provision of any new toilets or the renewal of existing toilets along the foreshore must accommodate bathing change facilities by providing larger toilet cubicles fitted with a small bench for placing clothing on.</i> | <i>Design</i> | 1-10 |
| <i>Action 15</i> | <i>That future provision of new, refurbished or renewed public toilets at precincts that attract or need to accommodate families with young children include baby change facilities, preferably located in the unisex cubicle that is accessible by people with disabilities.</i> | <i>Design</i> | 1-10 |
| <i>Action 16</i> | <i>That:</i> <i>a) As a general rule internal showers not be provided in future Public Toilets.</i> <i>b) Consideration be given to public toilets servicing the foreshore be provided with external showers located at least 5 metres away from the nearest cubicle or entrance door</i> | <i>Design</i> <i>Cost included construction</i> | 1-10 |
| <i>Action 17</i> | <i>Borough of Queenscliffe continues the practice of providing at least one disabled car parking space near a public toilet when a toilet is located close to a carpark.</i> | <i>In house</i> <i>Cost covered by other works</i> | 1-10 |
| <i>Action 18</i> | <i>That consideration is given to providing ‘Drinking Water Stations’ where there are appropriate new works near or major upgrades of public toilets.</i> | <i>Design</i> <i>Cost included construction</i> | 1-10 |
| Section 12 – Signage | | | |
| <i>Action 19</i> | <i>In consultation with other Departments undertake a review of existing signage protocols associated with public toilets and their locations. This review should achieve consistency in signing the Public Toilets. and new signs placed.</i> | <i>\$ (from Capital Budget)</i> | 3 |
| Section 13 – Guidelines for Design, Siting and Fittings of Public Toilets | | | |
| <i>Action 20</i> | <i>The design, and siting of public toilets, whether for new facilities or modifications to existing buildings, should be sensitive to the surrounding environment. The design, materials used and finishes should complement the surrounding environment.</i> | <i>In-house - design</i> | 1-10 |
| <i>Action 21</i> | <i>To increase the compliance of toilets for people with disabilities that the actions of:</i> <i>1. Identify where minor works may be undertaken to make the toilets for people with disabilities more accessible Identify minor works to assist compliance;</i> <i>2. Ensure all new toilets are fully compliant</i> <i>3. When renewing or upgrading an existing toilet it be made compliant</i> | <i>In-house</i> <i>Identify works Yr 3</i> <i>Works costed to the Capital Budget</i> | 3 |
| <i>Action 22</i> | <i>Where any redevelopment is undertaken as a result of any recommendations from other strategies and activity master or structure plans, then existing toilets, either within buildings or stand alone, should also be considered for renewal or replacement at the same time</i> | <i>In-house</i> | 1-10 |
| <i>Action 23</i> | <i>Where any new development is undertaken as a result of recommendations from other strategies, structure plans or master plans the impact on existing public toilets, or need for new public toilets,</i> | <i>In-house</i> | 1-10 |

| Public Toilet Strategy 2015 – Strategy Actions | | Funding Source & Indicative Costs | Action Year |
|--|--|---|--------------------|
| | <i>as a result of the new development generating greater need, must be considered and any necessary update of existing toilets or provision of new toilets undertaken.</i> | | |
| <i>Action 24</i> | <p><i>For pedestrian traffic, generally public toilets be located so that the main users of the toilet have no more than 500 metres to walk to access a toilet except in very high constant use areas where there is likely to be a concentration of people with either mobility impairment, aged or children, the distance to walk be reduced to 250 metres where possible.</i></p> <p><i>In addition for the foreshore precinct, toilets must only be located at or within 500 metres of a beach access point.</i></p> <p><i>For a bicycle path shared with pedestrians, the distance between toilets should preferably be no more than 1000 metres so that the pedestrian has no more than 500 metres to walk to the nearest toilet.</i></p> <p><i>For dedicated cyclist paths, the distance between toilets can be a greater distance, preferably 2000m apart so that the cyclist has no more than 1000m metres to ride to the nearest toilet.</i></p> | <i>In-House</i> | 1-10 |
| <i>Action 25</i> | <i>Borough of Queenscliffe continue the practice of adopting the design principles of CPTED (Crime Prevention Through Environmental Design) in the provision of toilets</i> | <i>In-House</i> | 1-10 |
| <i>Action 26</i> | <i>The toilet cubicle configurations stipulated in the 'Configuration of Public Toilets' Section of the Strategy be used as a guide when upgrading, replacing or building new public toilets.</i> | <i>Design</i> | 1-10 |
| <i>Action 27</i> | <i>A suitable method of providing soap and hand drying facilities to all public amenities be investigated.</i> | <i>In house</i> | 2 |
| <i>Action 28</i> | <i>A program of retrofitting soap and hand drying facilities to all public amenities be implemented if cost effective.</i> | <i>Maintenance</i> | 2-5 |
| <i>Action 29</i> | <i>All new and upgraded public amenities be fitted with soap and hand drying facilities in addition to the standard minimum fit-out</i> | <i>Design Capital Budget</i> | 1-10 |
| <i>Action 30</i> | <i>That all new, renewed and upgraded public toilets incorporate sustainability principles of water and energy conservation and materials recyclability</i> | <i>In house, Design</i> | 1-10 |
| Section 14 – Asset Management – Guidelines for Renewal, Upgrade, Remove and New | | | |
| <i>Action 31</i> | <i>Use the three yearly audit results and performance assessments to inform the forward public toilet renewal program.</i> | <i>\$- Works to be funded from capital Budget</i> | 1-10 |
| <i>Action 32</i> | <i>Ensure when funds are sought for an additional public toilet, additional funds be approved for operational and maintenance costs as part of the council approval process</i> | <i>\$- Budget</i> | 1-10 |
| <i>Action 33</i> | <i>Formally align future planning strategies/Master Plans with the future provisions for public toilets</i> | <i>In-house</i> | 1-10 |

Appendix 1 – Maps of Public Toilets

QUEENSLIFF

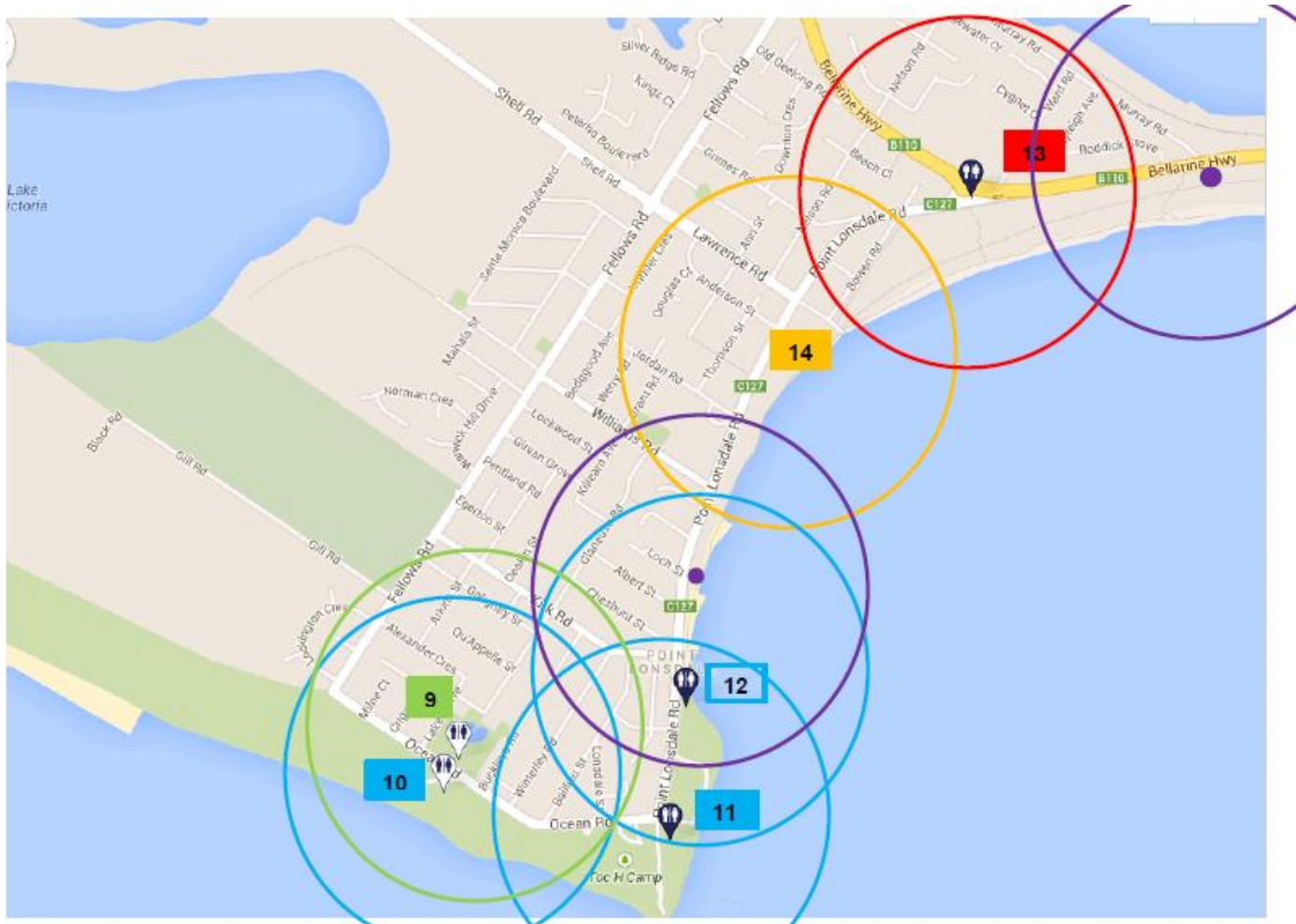


- 1** J.L. Jordan Reserve - Boat Ramp
 Hesse Street Extension, Queenscliff
 Open: Open 24 hours
- 2** Hesse Street
 Hesse Street, Queenscliff
 Open: Open 24 hours
- 3** Citizen's Park
 Gellibrand Street, Queenscliff
 Open: Open 24 hours
- 4** Santa Casa Beach
 Henry Street, Queenscliff
 Open: Open 24 hours
- 5** Victoria Park Queenscliff
 King Street, Queenscliff
 Open: Open 24 hours
- 6** Princess Park
 Tobin Drive, Queenscliff
 Open: Open 24 hours
- 7** Weeroona Parade
 Weeroona Parade, Queenscliff
 Open: Open 24 hours
- 8** Queenscliff Recreation Reserve
 Hesse St Queenscliff
 Open: Open 24 hrs


LEGEND


- Foreshore (and Parks) Precinct
- Town Centre Precinct
- Caravan Park Precinct
- Parks, Gardens and Reserves Precinct
- Specialist Activity (Boat Ramp and Skate Park) Precinct
- Proposed Toilet (supported by this & developing Strategies)
- Private Toilet Open to public


POINT LONSDALE





- 9

Ganes Reserve

 Ocean Road, Point Lonsdale
Open: Open 24 hours
- 10

Point Lonsdale Back Beach

 Ocean Road, Point Lonsdale
Open: Open 24 hours
- 11

Lighthouse Reserve

 Point Lonsdale Road, Point Lonsdale
Open: Open 24 hours
- 12

Point Lonsdale Foreshore

 Point Lonsdale Road, Point Lonsdale
Open: Open 24 hours
- 13

Gasworks Skate Park

 Point Lonsdale Road, Point Lonsdale
Open: Open 24 hours
- 14

Royal Park
 Point Lonsdale Road, Point Lonsdale
Open: Open 24 hrs

LEGEND

-  Foreshore (and Parks) Precinct
-  Town Centre Precinct
-  Caravan Park Precinct
-  Parks, Gardens and Reserves Precinct
-  Specialist Activity (Boat Ramp and Skate Park) Precinct
-  Proposed Toilet (supported by this & developing Strategies)
-  Private Toilet Open to public

Appendix 2- Performance Rating and Risk Assessment Process

Performance and Risk Assessment Process

Phase 1 – Assessment Raw Score

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

Table 1 is the '**Performance Rating Score Card**'.

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

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

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

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

Phase 2 – Risk of Failure

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

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

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

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

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

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

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

Stage 2 – Calculating the ‘Weighted Score’

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

Phase 3 – Risk Based ‘Performance Score’ Calculation

To obtain the ‘Performance Score’ for each public amenity the ‘Weighted Scores’ for each element are summed and reduced to a single value from 1-5, to two decimal places by dividing the total by the number of elements (a total of 18). This becomes the comparative risk based ‘Performance Score’ for the particular Public Amenity asset.

Table 1 - 'Performance' Rating Score Card

| | | |
|--------------|--------------------------|---|
| PHOTO | Public Toilet No. | Description & Location & Open Hours: |
| | | |

| No | Element | Raw Score | Risk Weight | Wtd Score | Features /Observations |
|---|--|-----------|-------------|-----------|------------------------|
| Physical - (Design and Fit Out) | | | | | |
| 1 | Building Style - Adequacy of protection from weather | | 3 | | |
| 2 | Utilisation - User Demand | | 2 | | |
| 3 | Adequacy and Condition of fittings & fixtures for personal comforts | | 3 | | • |
| 4 | Accessibility - Suitability for people with a Disability (particularly wheel chair) | | 4 | | • |
| Physical – Location & Direction | | | | | |
| 5 | Proximity to other Public Toilet facilities | | 1 | | |
| 6 | Siting Convenience – proximity to user generators | | 2 | | |
| 7 | Signage - to direct people to toilet | | 3 | | |
| 8 | Signage- identification of Toilet Facility and M,F,U,D | | 2 | | |
| Social- Safety and Security | | | | | |
| 9 | Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places | | 5 | | |
| 10 | Safe Accessibility - (defined safe access and entrance clear of obstructions) | | 5 | | |
| 11 | Lighting Internal | | 4 | | |
| 12 | Lighting External – if only open during daylight hours or Lighting External – if open at night | | 2 4 | | |
| 13 | External hiding places (concealment) | | 5 | | |
| 14 | Building design hiding places | | 5 | | |
| 15 | External features encouraging loitering | | 2 | | |
| 16 | Anti-Social Behaviour – Graffiti, vandalism activity | | 2 | | |
| 17 | Anti-Social Behaviour –Drugs or Sexual activity | | 5 | | |
| Environment – Cleaning & Maintenance | | | | | |
| 18 | Overall standard of cleanliness and maintenance of building and fixtures at time of inspection | | 2 | | |
| TOTAL – (Weighted Risk Scores) | | | | | |
| PERFORMANCE SCORE (out of 5) = TOTAL/18 | | | | | |

Areas for Improvement:

-

Table 2 - Guide to assessing 'Raw Score' for each evaluation 'Element'

| No | Element | Raw Score | | | | |
|--|---|--|---|--|---|---|
| | | 1 | 2 | 3 | 4 | 5 |
| PHYSICAL - Design and Fit-Out | | | | | | |
| 1 | Building Style – Adequacy of Protection from weather | All facilities fully enclosed with roof cover and shelter for entrance doors to facility (new designs) | Roof cover over all facilities (toilet cubicles, wash basins, change rooms (if provided) and foyers to tradition toilet entrances BUT no protection over entrance doors to facility | Roof cover over toilet cubicles and wash basins but no roof cover over entrance and change rooms (if provided) | Roof over toilet cubicles only, no roof over entrance, wash basins or change rooms (if provided) | No roof cover over any facilities – entrance, toilets, urinal, wash basin, change rooms (if provided) |
| 2 | Need for Public Toilet - User Demand | Light peak use – weekly to monthly only | Low intermittent use - some days without use | Heavy peak use on 1 to 2 days per week | Light regular use throughout day (with or without occasional peak use) <u>or</u> Heavy peak use on 1 to 4 occasions per week | Heavy regular use throughout day <u>or</u> Lighter regular use during the day with heavy regular peak use during the holiday seasons |
| 3 | Adequacy and Condition of comfort fittings and fixtures | Has <u>all</u> fittings - toilet paper, hand washing, hand drying, soap, sharps container, sanitary, mirror, baby change table: <u>and</u> in well maintained condition | Has nearly all facilities:- e.g. toilet paper, hand washing, hand drying, soap, sharps container, sanitary (no baby change and/or no mirror); <u>and</u> in well maintained condition <u>Or</u> has <u>all</u> fittings in not in a well maintained condition | Has only essential fittings:- e.g. toilet paper, hand washing, sharps container, sanitary, mirror (optional) (no baby change, no soap and/or no hand dryer): <u>and</u> in well maintained condition <u>Or</u> has <u>nearly all</u> fittings in not in a well maintained condition | Has minimal fittings:- e.g. toilet paper, hand washing, sharps container (optional). (no baby change table, no soap, no drying facility, no sanitary, no mirror); <u>and</u> in a well maintained condition <u>OR</u> Has <u>essential</u> fittings not in a well maintained condition | Has minimal fittings: e.g. toilet paper & hand washing facility only. (no drying, no soap, no baby change table, no sharps container, no mirror, no sanitary) <u>and</u> not in a well maintained condition |
| 4 | Suitability for Disability access (particularly wheel chairs) | <u>Signed for Disability</u> use and <u>compliant with current standards</u> regarding internal facilities and access (e.g. new Exeloo type) | <u>Signed for Disability</u> use but <u>non-compliant with current standards</u> for disability access (<u>generally complies with older standard</u> e.g. older Exeloo type) | <u>Not signed for Disabled</u> but has <u>good size cubicles & access</u> that could be improved with minor changes. | <u>Not signed for Disabled</u> but has reasonable size cubicles with difficult access that may be useful in emergency – needs major changes. | <u>Not signed for Disability</u> use and <u>NOT suitable</u> for use for people with disabilities <u>Or</u> <u>Signed</u> but not suitable for use for people with disabilities |
| PHYSICAL – Location and Direction | | | | | | |
| 5 | Proximity to other Public Toilets (related to use) | Less than 250 metres | At 250 metres | Within 250 – 500 metres | Within 500 – 1000 meters | Greater than 1000 metres |
| 6 | Siting of Public Toilet – Convenience (proximity to user generators) | Located at major user generator site/s | Located less than 100 metres from major user generator site/s | Located from 100 – 200 metres from major user generator site/s | Located from 201 – 250 metres from major user generator site/s | Located more than 250 metres from major user generator site/s |
| 7 | Signage - direction | <u>Clear signage</u> , well located and points in direction of toilet. | <u>Clear signage</u> , points in direction of toilet <u>but</u> poorly located/ or <u>Clear signage</u> , well located <u>but</u> does not point in direction of toilet | <u>Clear signage but</u> does not point in direction of toilet and is poorly located /or <u>Unclear signage</u> which is well located and points in direction of toilet. | <u>Unclear signage</u> and does not point in direction of toilet and/or is poorly located | No direction signage |
| 8 | Signage – on facility | <u>Clear signage</u> identifying Toilet | <u>Clear signage all</u> uses - M (Male), F | <u>Incomplete signage</u> - not all M,F,U,D | <u>Incomplete signage</u> - not all M,F,U,D | No signage |

| No | Element | Raw Score | | | | |
|-------------------------------------|--|---|---|--|--|--|
| | | 1 | 2 | 3 | 4 | 5 |
| | | Facility and all uses - M (Male), F (Female), U (Unisex) and D (Disabled) | (Female), U (Unisex) and D (Disabled), but No Toilet Facility sign | signed or Public Toilet signed but in good condition | signed and in poor condition | |
| SOCIAL – Safety and Security | | | | | | |
| 9 | Siting of Public Toilet– Safety (entrance & cubicle doors visibility from public places) | Public toilet very well sited, entrance and cubicle doors highly visible and facing publicly trafficked areas | Public Toilet well sited entrance is highly visible and facing the publicly trafficked areas, <u>but cannot see cubicle doors due to building design, distance, vegetation or other structures;</u> <u>This also includes facilities matching the above criteria but where at least one universal toilet cubicle with cubicle having direct access to public area and meeting current design standards is provided</u> | Public Toilet siting could be improved as entrance doors generally visible and facing the publicly trafficked areas, <u>but may be a distance from the public or partially hidden from some vantage points by distance, vegetation or other structures.</u> <u>And for traditional toilets cannot see cubicle doors</u> | Public toilet poorly sited as entrance only partially visible from public places and cannot see cubicle doors (<u>generally hidden by distance or obscured by vegetation, topography or structures or orientation</u>) | Public Toilet, entrance and cubicle doors not visible from public places. Is obscured by distance or vegetation, or orientation, or topography or other structures. |
| 10 | Access – Safe Access & Entrance | Well defined access with entrance visible without anything obscuring the entrance | Generally well defined access with some minor obscuring of access and entrance (e.g. vegetation, other buildings or structures) | Poorly defined access but entrance visible | Defined access but entrance not visible due to orientation, vegetation, other buildings or structures | Undefined access with entrance not visible due to orientation, vegetation, other buildings or structures |
| 11 | Lighting Internal | Whole facility - excellent natural light for daytime and good artificial light for night time | Most of facility - excellent natural light for daytime and good artificial light for night time | Generally poor natural light but good artificial light/ or Good Natural light but poor artificial light | Barley adequate natural light or artificial light | No natural light and no artificial light – very dark |
| 12 | Lighting external | Excellent dedicated or street night lighting of whole facility and approaches | Excellent dedicated night lighting or street lighting of whole facility but inadequate lighting of approaches | Lighting provided (generally single street light or light attached to building) but is only just adequate for the facility and approaches (could be improved) | Lighting provided generally single street light or light on building) but is inadequate for facility and approaches | No night lighting of facility or approaches |
| 13 | External hiding places - (concealment due to vegetation, topography, other structures) | No visible external features where a person could conceal themselves | <u>One</u> external feature (vegetation, topography, amusements, etc) where a person could conceal themselves, but is well away (>10m) from the building entrance and accesses | <u>More</u> than one external feature (vegetation, topography, amusements, etc) <u>away (>5m) from</u> the facility where a person could conceal themselves | <u>One or more</u> external features (vegetation, topography, amusements, etc) <u>near (<5m) from</u> the facility where a person could conceal themselves | Many external features (vegetation, topography, amusements, etc) <u>near (.5m) from</u> the facility where a person could conceal themselves |
| 14 | Internal Hiding Places - (concealment due to building design) | No building design hiding placed. <u>Direct cubicle access from outside visible from public place</u> | Building design creates a partial blind spot where cubicle doors are not visible from certain angles and a person could conceal themselves. <u>Direct cubicle</u> | Building design is older traditional style with entrances which front to a very well utilised public space and the cubicle doors are partially obscured from some angles <u>Conventional design</u> | Building design is older traditional style building with entrances which front a well utilised public space but the cubicle doors are not visible from public places <u>Conventional design</u> | Building design is older traditional style building with entrances which do not front a well utilised public space and cubicle doors are not visible <u>Conventional design</u> |

| No | Element | Raw Score | | | | |
|---|---|---|---|---|---|--|
| | | 1 | 2 | 3 | 4 | 5 |
| | | | <u>access – but visibility may be obscured by some element of the building design e.g. wingwalls extending out from the side of the buildings.</u> | (with entry foyer) stand alone, or within another structure or <u>combination of conventional design for M & F with a universal toilet cubicle with direct access to public area (meeting current design standards)</u> | (with entry foyer) stand alone or within another structure. | (with entry foyer) stand alone or within another structure. |
| 15 | External features encouraging loitering | No external infrastructure that attracts people and encourages loitering | One item of external infrastructure <u>more than 10 metres</u> from the public toilet (seat, rubbish bin, fountain, play equipment etc) that attracts people and encourages loitering | One item of external infrastructure <u>within 10 metres</u> of the public toilet (seat, rubbish bin, fountain, play equipment etc) that attracts people and encourages loitering | One item of external infrastructure <u>within 5 metres</u> of the public toilet (seat, rubbish bin, fountain, play equipment etc) that attracts people and encourages loitering | Two or more items of external infrastructure <u>within 5 metres</u> of the public toilet (seat, rubbish bin, fountain, play equipment etc) that attracts people and encourages loitering |
| 16 | Anti-Social Behaviour – Graffiti and Vandalism | No evidence of graffiti <u>and</u> No evidence of any vandalism reported or noticed | Graffiti rarely found (once every two years) inside or outside of building <u>and/or</u> Rare report of any vandalism | Graffiti occasionally found (once per year) inside or outside of building <u>and/or</u> Vandalism known and evident but not reported or documented | Graffiti often found (every six months) inside or outside of building <u>and/or</u> Some occasional vandalism evident and is well documented | Graffiti regularly found inside and outside public toilet (monthly) <u>and/or</u> Extreme and regular anti-social behaviour evident and is well documented |
| 17 | Anti-social behaviour - Drugs and/or Sexual activity | No evidence of any anti-social behaviour reported or noticed | Rare report of any anti-social behaviour | Anti-social behaviour known and evident but not reported or documented | Some occasional anti-social behaviour evident and is well documented | Extreme and regular anti-social behaviour evident and is well documented |
| ENVIRONMENT – Cleaning and Maintenance | | | | | | |
| 18 | Overall Standard of Cleanliness and Maintenance | Very clean appearance Very good repair Nothing needs attention | Very clean except for one item that needs attention (eg floor) Good repair but at least one issue may need attention soon (i.e. sign missing from door) | Clean but overall impression needs to be cleaned more often Reasonable repair but at least two items need attention. One affecting the operation of the toilets (something broken or needs painting) | Just acceptable but needs more frequent or more thorough cleaning. Just acceptable maintenance but many items need attention | Dirty Badly maintained with fading/peeling paint, broken fixtures |

Table 3 - Raw Score Explanation Notes

| Element No. | Explanation |
|-------------|--|
| 1 | Will be related to the age of the facility and whether it has undergone any refurbishment. Generally differentiates between old traditional and modern types of toilet facilities. |
| 2 | Estimates the use demand frequency on the toilet facilities |
| 3 | Information from inspection |
| 4 | Information from inspection |
| 5 | Can be measured off the off the Public Toilet Map |
| 6 | Information from inspection |
| 7 | Information from inspection |
| 8 | Information from inspection |
| 9 | By Inspection and viewing from all trafficable areas, but particularly from the trafficable area that is closest to the Public Toilet entrance |
| 10 | By inspection and viewing from different public areas that are trafficable by the public and who may need access to the Public Toilet |
| 11 | It is preferred that there be excellent natural light and if not provided there must be excellent artificial lighting. Internal lighting can be assessed by inspection during the day, but adequacy of artificial light for night time (if a particular facility is open outside of daylight hours) to be assessed at night. |
| 12 | All facilities should be well lit at night for accessibility if open at night, and for security of the facility at night time, particularly if open 24 hrs. |
| 13 | Should be viewed from the perspective of user entering and leaving the toilet facility to identify external concealment spots |
| 14 | By Inspection and assessing if the building design provides potential hiding places |
| 15 | By inspection and assessed from the perspective of user entering and leaving the toilet facility, and the entrance viewed from trafficable public areas to identify external features |
| 16 | Should be obtained from inspection, but also obtain information from cleaners for history of occurrence of graffiti & vandalism |
| 17 | Generally obtained from cleaners for history of occurrence or council records of any drugs or sexual activity |
| 18 | Should be obtained from inspection or survey and assessed from the perspective of user as to the general appearance of the toilet, is it in good repair, painted, fixtures not broken and overall clean appearance. |

Table 4 Risk Matrix

| Likelihood of Failure (occurring) | | Public Toilets (Raw Score) |
|-----------------------------------|----------|--------------------------------------|
| 1 | Rare | Determined from Raw Score assessment |
| 2 | Unlikely | Determined from Raw Score assessment |
| 3 | Possible | Determined from Raw Score assessment |
| 4 | Frequent | Determined from Raw Score assessment |
| 5 | Common | Determined from Raw Score assessment |

| Consequences of Failure (occurring) | | Public Toilets (Weighting) |
|-------------------------------------|--------------|--|
| 1 | Negligible | Slight inconvenience |
| 2 | Minor | Some Inconvenience (e.g. wait, frightened, embarrassed) |
| 3 | Moderate | Inconvenient e.g.(minor injury, not get to toilet mishap) |
| 4 | Major | Severe inconvenience (e.g. overall poor experience, may lead to hospitalisation, non-compliance with legislation) |
| 5 | Catastrophic | Personal Loss (e.g.life threatening) |

| | | Consequences (Weighting) | | | | |
|------------------------|---|--------------------------|---|---|---|---|
| | | 5 | 4 | 3 | 2 | 1 |
| Likelihood (Raw Score) | 1 | 1 | 1 | 1 | 1 | 1 |
| | 2 | 3 | 3 | 3 | 2 | 2 |
| | 3 | 4 | 4 | 3 | 3 | 2 |
| | 4 | 5 | 4 | 4 | 3 | 2 |
| | 5 | 5 | 5 | 4 | 3 | 3 |

Table 5 - 'Weightings Score – Maximum Consequences of Failure'


Application and Explanation of Weighting Applied to Each Element

| No | Element | Weight | Consequences of Failure |
|-------------------------------------|---|--------|---|
| Physical - Fit Out | | | |
| 1 | Building Style – Adequacy of protection from weather | 3 | Moderate Inconvenient, poor overall experience could get wet from rain, aged, young and less ambulant people inconvenienced. |
| 2 | Need for Public Toilet - Use Pattern Demand | 2 | Minor If use increases causes some inconvenience to users but if use decreases then no inconvenience to users |
| 3 | Adequacy of fittings & fixtures for personal comforts | 3 | Moderate Some inconvenience if not fitted with all fixtures apart from basic facilities, hygiene could be an issue. |
| 4 | Accessibility - Suitability for people with a Disability (particularly wheel chair) | 4 | Major Potential non-compliance with legislation, not as convenient for person with disability to find alternate toilet |
| Physical - Location | | | |
| 5 | Proximity to other Public Toilet facilities | 1 | Negligible Some inconvenience as not have choice to go to other toilet if current toilet not operating |
| 6 | Siting Convenience – proximity to user generators | 2 | Moderate May not be able to get to toilet in time |
| 7 | Signage - to direct people to toilet | 3 | Major May cause some inconvenient, minor injury, not get to toilet mishap. |
| 8 | Signage- identification M,F,U,D | 2 | Minor Could confuse and enter wrong cubicles, causing some embarrassment |
| Social - Safety and Security | | | |
| 9 | Siting - Visibility from public places | 5 | Catastrophic High exposure to predator behaviour and potentially life threatening |
| 10 | Safe Accessibility (safe access & entrance) | 5 | Catastrophic High exposure to predator behaviour and potentially life threatening |
| 11 | Lighting Internal | 4 | Major If dark could be concealment and attack or could lead to injury requiring hospitalisation |
| 12 | Lighting External | 2 | Minor (if NOT open at night) No impact on User, but may lead to security issues if facility itself not lit up. |
| | | 4 | Major (if open at night) If dark could be concealment and attack or could lead to injury requiring hospitalisation |
| 13 | External hiding places (concealment) | 5 | Catastrophic High exposure to predator behaviour and potentially life threatening |
| 14 | Building design hiding places | 5 | Catastrophic High exposure to predator behaviour and potentially life threatening |
| 15 | External features encouraging loitering | 2 | Minor Some inconvenience may lead to feeling threatened or frightened |
| 16 | Anti-Social behaviour - Vandalism | 2 | Minor Slight inconvenience due to appearance of graffiti but some inconvenience or may not be able to use the toilet if some of the building or fixtures are damaged |
| 17 | Anti-Social behaviour – Drugs and/or Sexual Activity | 5 | Catastrophic Unpredictable behaviour of drug users, needles and could be life threatening and/or Unpredictable behaviour of persons participating in |

| No | Element | Weight | Consequences of Failure |
|----------------------------------|--|--------|--|
| | | | sexual behaviour and could be life threatening |
| Environment - Maintenance | | | |
| 18 | Overall standard of cleanliness and maintenance of building and fixtures at time of inspection | 3 | Moderate May be inconvenience and depending on the extent if not maintained adequately could lead to minor injury |

Appendix 3 - 'Individual Performance Rating Score Cards' contains the individual evaluation sheets for each of the 14 public amenities.

Table 1 - 'Performance' Rating Score Card

| | | |
|--|----------------------------|--|
|  | Public Toilet No. 1 | Description & Location: |
| | | JL Jordan Reserve – Boat Ramp Hesse Street Extension Queenscliff (Open 24 Hours) |

| No | Element | Raw Score | Risk Weight | Wtd Score | Features /Observations |
|---|--|-----------|-------------|-------------|---|
| Physical - (Design and Fit Out) | | | | | |
| 1 | Building Style - Adequacy of protection from weather | 1 | 3 | 1 | Newer traditional style with roof over all |
| 2 | Utilisation - User Demand | 5 | 2 | 3 | Boat ramp |
| 3 | Adequacy and Condition of fittings & fixtures for personal comforts | 3 | 3 | 3 | <ul style="list-style-type: none"> • Toilet bowls (3F, 3M) • toilet paper • hand washing water • sanitary (F) and Bin (F&M) • Showersx2 • Very Good Condition |
| 4 | Accessibility - Suitability for people with a Disability (particularly wheel chair) | 2 | 4 | 3 | <ul style="list-style-type: none"> • signed, • door widths (850), • cubicle size- old 2000 x 1600) • handrails |
| Physical – Location & Direction | | | | | |
| 5 | Proximity to other Public Toilet facilities | 3 | 1 | 2 | 400 |
| 6 | Siting Convenience – proximity to user generators | 1 | 2 | 1 | At boat ramp |
| 7 | Signage - to direct people to toilet | 5 | 3 | 4 | No Signage |
| 8 | Signage- identification of Toilet Facility and M,F,U,D | 1 | 2 | 1 | Yes |
| Social- Safety and Security | | | | | |
| 9 | Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places | 2 | 5 | 3 | D visible from carpark M&F not visible form carpark |
| 10 | Safe Accessibility - (defined safe access and entrance clear of obstructions) | 1 | 5 | 1 | |
| 11 | Lighting Internal | 2 | 4 | 3 | Good natural and electrical |
| 12 | Lighting External – if only open during daylight hours | | 2 | | |
| | or Lighting External – if open at night | 1 | 4 | 1 | Excellent on building and in carpark |
| 13 | External hiding places (concealment) | 1 | 5 | 1 | None |
| 14 | Building design hiding places | 3 | 5 | 4 | Traditional foyer type for M&F Also possibility at sides when entering D or Showers |
| 15 | External features encouraging loitering | 1 | 2 | 1 | None within 5M |
| 16 | Anti-Social Behaviour – Graffiti, vandalism activity | 1 | 2 | 1 | None evident |
| 17 | Anti-Social Behaviour –Drugs or Sexual activity | 1 | 5 | 1 | None evident |
| Environment – Cleaning & Maintenance | | | | | |
| 18 | Overall standard of cleanliness and maintenance of building and fixtures at time of inspection | 1 | 2 | 1 | Very clean and well maintained |
| | TOTAL – (Weighted Risk Scores) | | | 35 | |
| | PERFORMANCE SCORE (TOTAL/18) | | | 1.94 | |


Notes

- Well patronised many people using boat ramp

Areas for Improvement:

- Directional signage to toilet

Table 1 - 'Performance' Rating Score Card


| | | |
|--|----------------------------|---|
|  | Public Toilet No. 2 | Description & Location: |
| | | Hesse Street Hesse Street Queenscliff (Open 24 hours) |

| No | Element | Raw Score | Risk Weight | Wtd Score | Features /Observations |
|---|--|-----------|-------------|-------------|---|
| Physical - (Design and Fit Out) | | | | | |
| 1 | Building Style - Adequacy of protection from weather | 1 | 3 | 1 | Newer traditional style with roof over all |
| 2 | Utilisation - User Demand | 4 | 2 | 3 | Shops and businesses in main street |
| 3 | Adequacy and Condition of fittings & fixtures for personal comforts | 2 | 3 | 3 | <ul style="list-style-type: none"> • Toilet bowls (3F, 1M, 1D) • Urinal (3M) • toilet paper (All) • hand washing water (2M&2D&1D) • sanitary (F&D) and Bin (F&D) • Mirror (F&M&D) • Baby Change (D) • Very Good Condition |
| 4 | Accessibility - Suitability for people with a Disability (particularly wheel chair) | 2 | 4 | 3 | <ul style="list-style-type: none"> • signed, • door widths (850), • cubicle size- (old 2000 x 1600) • handrails |
| Physical – Location & Direction | | | | | |
| 5 | Proximity to other Public Toilet facilities | 3 | 1 | 2 | 350 |
| 6 | Siting Convenience – proximity to user generators | 1 | 2 | 1 | At shopping/commercial centre |
| 7 | Signage - to direct people to toilet | 3 | 3 | 3 | One in the street (needs updating) |
| 8 | Signage- identification of Toilet Facility and M,F,U,D | 1 | 2 | 1 | Yes |
| Social- Safety and Security | | | | | |
| 9 | Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places | 2 | 5 | 3 | D visible from carpark M&F not visible form carpark |
| 10 | Safe Accessibility - (defined safe access and entrance clear of obstructions) | 2 | 5 | 3 | Path to toilet old asphalt – not good order |
| 11 | Lighting Internal | 2 | 4 | 3 | Dark when first enter but seems good natural and electrical |
| 12 | Lighting External – if only open during daylight hours | | 2 | | |
| | or Lighting External – if open at night | 3 | 4 | 4 | Fluoro over doors, no dedicated light to pathway |
| 13 | External hiding places (concealment) | 2 | 5 | 3 | None, but walk down alleyway to get to toilets |
| 14 | Building design hiding places | 3 | 5 | 4 | Traditional foyer type for M&F Direct access for D |
| 15 | External features encouraging loitering | 1 | 2 | 1 | None within 5M |
| 16 | Anti-Social Behaviour – Graffiti, vandalism activity | 1 | 2 | 1 | None evident |
| 17 | Anti-Social Behaviour –Drugs or Sexual activity | 1 | 5 | 1 | None evident |
| Environment – Cleaning & Maintenance | | | | | |
| 18 | Overall standard of cleanliness and maintenance of building and fixtures at time of inspection | 1 | 2 | 1 | Very clean and well maintained |
| TOTAL – (Weighted Risk Scores) | | | | 43 | |
| PERFORMANCE SCORE (TOTAL/18) | | | | 2.39 | |

Areas for Improvement:

- Directional signage needs better arrow
- Doors hard to open (heavy)
- Dark when first enter even though seems to be good natural light
- Lighting of walkway

Table 1 - 'Performance' Rating Score Card


| | | |
|--|----------------------------|--|
|  | Public Toilet No. 3 | Description & Location: |
| | | Citizen's Park Gellibrand Street Queenscliff (Open 24 Hours) |

| No | Element | Raw Score | Risk Weight | Wtd Score | Features /Observations |
|---|--|-----------|-------------|-----------|---|
| Physical - (Design and Fit Out) | | | | | |
| 1 | Building Style - Adequacy of protection from weather | 1 | 3 | 1 | Newer traditional style with roof over all |
| 2 | Utilisation - User Demand | 5 | 2 | 3 | Park users, visitors to .lighthouse, beach |
| 3 | Adequacy and Condition of fittings & fixtures for personal comforts | 2 | 3 | 3 | <ul style="list-style-type: none"> • Toilet bowls (1M/D,1F/D, 1F) • Urinal (1M) • toilet paper • hand washing water (1M&1F) • sanitary (F/D) • Mirror (M&F) • Sharps (M&F) • Rubbish Bin (M&F) • Very Good Condition |
| 4 | Accessibility - Suitability for people with a Disability (particularly wheel chair) | 1 | 4 | 1 | <ul style="list-style-type: none"> • signed, • door widths (850), • cubicle size-(new2300 x 1900) • handrails |
| Physical – Location & Direction | | | | | |
| 5 | Proximity to other Public Toilet facilities | 3 | 1 | 2 | 350 |
| 6 | Siting Convenience – proximity to user generators | 1 | 2 | 1 | Located at generator site |
| 7 | Signage - to direct people to toilet | 5 | 3 | 4 | No Signage |
| 8 | Signage- identification of Toilet Facility and M,F,U,D | 1 | 2 | 1 | Yes, but requires Public Toilet sign |
| Social- Safety and Security | | | | | |
| 9 | Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places | 3 | 5 | 4 | M&F&D entrances are visible, although F at back of bldg., cubicle doors generally not visible from park |
| 10 | Safe Accessibility - (defined safe access and entrance clear of obstructions) | 2 | 5 | 3 | Gravel path access to toilet |
| 11 | Lighting Internal | 2 | 4 | 3 | Good natural and electrical |
| 12 | Lighting External – if only open during daylight hours <u>or</u> Lighting External – if open at night | 1 | 4 | 1 | Excellent on building and dedicated lights on poles in park. |
| 13 | External hiding places (concealment) | 1 | 5 | 1 | None |
| 14 | Building design hiding places | 4 | 5 | 5 | Traditional foyer type for M&F and D Screens at doorway prevent seeing cubicle doors |
| 15 | External features encouraging loitering | 1 | 2 | 1 | None within 5M |
| 16 | Anti-Social Behaviour – Graffiti, vandalism activity | 1 | 2 | 1 | None evident |
| 17 | Anti-Social Behaviour –Drugs or Sexual activity | 1 | 5 | 1 | None evident |
| Environment – Cleaning & Maintenance | | | | | |
| 18 | Overall standard of cleanliness and maintenance of building and fixtures at time of inspection | 1 | 2 | 1 | Very clean and well maintained |
| TOTAL – (Weighted Risk Scores) | | | | | 37 |
| PERFORMANCE SCORE (TOTAL/18) | | | | | 2.06 |

Areas for Improvement:

- Directional signage to toilet
- Requires Public Toilet sign on toilet facing carpark
- Access could be improved for mobility impaired
- Screens at doorways be replaced with slats or perforated metal to improve safety and ability to see cubicle doors

Table 1 - 'Performance' Rating Score Card


| | | |
|--|--|--|
|  | <p align="center">Public Toilet No. 4</p> | <p>Description & Location:</p> |
| | | <p align="center">Santa Casa Beach</p> <p align="center">Henry Street Queenscliff</p> <p align="center">(Open 24 Hours)</p> |

| No | Element | Raw Score | Risk Weight | Wtd Score | Features /Observations |
|---|--|-----------|-------------|-------------|---|
| Physical - (Design and Fit Out) | | | | | |
| 1 | Building Style - Adequacy of protection from weather | 1 | 3 | 1 | Direct access to M/F/D attached to Club Rooms with roof covering all. |
| 2 | Utilisation - User Demand | 4 | 2 | 3 | Mainly beach users or down track from carpark |
| 3 | Adequacy and Condition of fittings & fixtures for personal comforts | 3 | 3 | 3 | <ul style="list-style-type: none"> Toilet bowls (1M/F/D) toilet paper hand washing water (1M/F/D) sanitary (M/F/D) Mirror (M/F/D) Bench Good Condition |
| 4 | Accessibility - Suitability for people with a Disability (particularly wheel chair) | 1 | 4 | 1 | <ul style="list-style-type: none"> signed, door widths (850), cubicle size-(new2300 x 1900) handrails |
| Physical – Location & Direction | | | | | |
| 5 | Proximity to other Public Toilet facilities | 4 | 1 | 2 | 900m |
| 6 | Siting Convenience – proximity to user generators | 2 | 2 | 2 | Located <100m from beach & carpark |
| 7 | Signage - to direct people to toilet | 5 | 3 | 4 | No Signage |
| 8 | Signage- identification of Toilet Facility and M,F,U,D | 1 | 2 | 1 | Yes, but requires Public Toilet sign |
| Social- Safety and Security | | | | | |
| 9 | Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places | 5 | 5 | 5 | Entrance not visible from the beach or carpark due to distance and bushes |
| 10 | Safe Accessibility - (defined safe access and entrance clear of obstructions) | 4 | 5 | 3 | Asphalt path access to toilet but entrance not visible |
| 11 | Lighting Internal | 2 | 4 | 3 | Good natural and electrical |
| 12 | Lighting External – if only open during daylight hours or Lighting External – if open at night | 4 | 4 | 4 | Light on building at door and side of building as access but no other lighting . |
| 13 | External hiding places (concealment) | 4 | 5 | 5 | Building located in scrub area, although trees trimmed up possible concealment at night |
| 14 | Building design hiding places | 3 | 5 | 4 | Door recessed into building, Possible concealment at corner near showers |
| 15 | External features encouraging loitering | 4 | 2 | 3 | External shower beside entrance to toilet |
| 16 | Anti-Social Behaviour – Graffiti, vandalism activity | 1 | 2 | 1 | None evident |
| 17 | Anti-Social Behaviour –Drugs or Sexual activity | 1 | 5 | 1 | None evident |
| Environment – Cleaning & Maintenance | | | | | |
| 18 | Overall standard of cleanliness and maintenance of building and fixtures at time of inspection | 1 | 2 | 1 | Very clean and well maintained |
| TOTAL – (Weighted Risk Scores) | | | | 47 | |
| PERFORMANCE SCORE (TOTAL/18) | | | | 2.61 | |

Areas for Improvement:

- Visibility of entrance and consequently safety is an issue
- Requires Public Toilet sign on toilet facing carpark/beach
- Building located in scrub area, although trees trimmed up possible concealment at night
- Light on building at door and side of building as access but no other lighting – needs improvement.
- Not a 24 hour toilet

Table 1 - 'Performance' Rating Score Card


| | | |
|--|----------------------------|---|
|  | Public Toilet No. 5 | Description & Location: |
| | | Victoria Park King Street Queenscliff (Open 24 Hours) |

| No | Element | Raw Score | Risk Weight | Wtd Score | Features /Observations |
|---|--|-----------|-------------|-----------|---|
| Physical - (Design and Fit Out) | | | | | |
| 1 | Building Style - Adequacy of protection from weather | 1 | 3 | 1 | Direct access M/F/D attached to camp Amenities bldg. with roof covering all. |
| 2 | Utilisation - User Demand | 4 | 2 | 3 | Park, beach and passers by. |
| 3 | Adequacy and Condition of fittings & fixtures for personal comforts | 1 | 3 | 1 | <ul style="list-style-type: none"> • Toilet bowls (1M/F/D) • toilet paper • hand washing water • hand dryer • Shower with bench • sanitary • Mirror • Baby change |
| 4 | Accessibility - Suitability for people with a Disability (particularly wheel chair) | 1 | 4 | 1 | <ul style="list-style-type: none"> • signed, • door widths (850), • cubicle size-(new2300 x 1900) • handrails |
| Physical – Location & Direction | | | | | |
| 5 | Proximity to other Public Toilet facilities | 3 | 1 | 2 | 300m |
| 6 | Siting Convenience – proximity to user generators | 1 | 2 | 1 | Located in Park & edge of road |
| 7 | Signage - to direct people to toilet | 5 | 3 | 4 | No Signage |
| 8 | Signage- identification of Toilet Facility and M,F,U,D | 1 | 2 | 1 | Yes, but requires Public Toilet sign |
| Social- Safety and Security | | | | | |
| 9 | Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places | 2 | 5 | 3 | Entrance not visible form the park due to orientation, but faces road |
| 10 | Safe Accessibility - (defined safe access and entrance clear of obstructions) | 1 | 5 | 1 | Asphalt path access to toilet but entrance not visible |
| 11 | Lighting Internal | 2 | 4 | 3 | No natural and good electrical |
| 12 | Lighting External – if only open during daylight hours <u>or</u> Lighting External – if open at night | 4 | 4 | 4 | Light on building over door no other access lighting . |
| 13 | External hiding places (concealment) | 2 | 5 | 3 | One tree at the front needs blocking view of entrance from street |
| 14 | Building design hiding places | 1 | 5 | 1 | None |
| 15 | External features encouraging loitering | 1 | 2 | 1 | None near the entrance |
| 16 | Anti-Social Behaviour – Graffiti, vandalism activity | 1 | 2 | 1 | None evident |
| 17 | Anti-Social Behaviour –Drugs or Sexual activity | 1 | 5 | 1 | None evident |
| Environment – Cleaning & Maintenance | | | | | |
| 18 | Overall standard of cleanliness and maintenance of building and fixtures at time of inspection | 1 | 2 | 1 | Very clean and well maintained |
| TOTAL – (Weighted Risk Scores) | | | | | 33 |
| PERFORMANCE SCORE (TOTAL/18) | | | | | 1.83 |

Areas for Improvement:

- Difficulty locating from street.- requires Public Toilet sign on toilet facing park and street sign pointing to toilet
- Tree on roadside needs to be trimmed up for visibility
- Requires natural light if possible
- For 24 hours requires better access lighting

Table 1 - 'Performance' Rating Score Card

| | | |
|--|----------------------------|---|
|  | Public Toilet No. 6 | Description & Location: |
| | | Princess Park Tobin Drive Queenscliff (Open 24 Hours) |


| No | Element | Raw Score | Risk Weight | Wtd Score | Features /Observations |
|---|---|-----------|-------------|-------------|---|
| Physical - (Design and Fit Out) | | | | | |
| 1 | Building Style - Adequacy of protection from weather | 4 | 3 | 4 | Old traditional with no roof over entrances, wash basins, urinal, showers or change. Only roofed over cubicles. |
| 2 | Utilisation - User Demand | 4 | 2 | 3 | Park, playground, beach and café |
| 3 | Adequacy and Condition of fittings & fixtures for personal comforts | 5 | 3 | 4 | <ul style="list-style-type: none"> Toilet bowls (4M,6F,1D) Urinal (M0) toilet paper hand washing basins (1M,2F,1D) Benches Sanitary (2F) very old, poor condition & repair |
| 4 | Accessibility - Suitability for people with a Disability (particularly wheel chair) | 5 | 4 | 5 | <ul style="list-style-type: none"> signed, door widths (850), cubicle size small handrail Not suitable as a Disabled Toilet |
| Physical – Location & Direction | | | | | |
| 5 | Proximity to other Public Toilet facilities | 3 | 1 | 2 | 250m |
| 6 | Siting Convenience – proximity to user generators | 1 | 2 | 1 | Located at generator site |
| 7 | Signage - to direct people to toilet | 5 | 3 | 4 | No Signage |
| 8 | Signage- identification of Toilet Facility and M,F,U,D | 4 | 2 | 3 | Hand written signage, very poor |
| Social- Safety and Security | | | | | |
| 9 | Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places | 2 | 5 | 3 | Entrances generally visible but cubicle doors not visible |
| 10 | Safe Accessibility - (defined safe access and entrance clear of obstructions) | 3 | 5 | 4 | Old concrete path access to toilet, but not well defined |
| 11 | Lighting Internal | 3 | 4 | 4 | Good Natural. Electric light relies on light on pole above the structure |
| 12 | Lighting External – if only open during daylight hours or Lighting External – if open at night | 4 | 4 | 4 | light on pole above structure at F & M ends, no other lighting at entrances etc. |
| 13 | External hiding places (concealment) | 1 | 5 | 1 | Clear |
| 14 | Building design hiding places | 4 | 5 | 5 | Traditional design with internal cubicles and other hiding places inside |
| 15 | External features encouraging loitering | 1 | 2 | 2 | None near the entrances |
| 16 | Anti-Social Behaviour – Graffiti, vandalism activity | 2 | 2 | 2 | Evidence of vandalism |
| 17 | Anti-Social Behaviour –Drugs or Sexual activity | 1 | 5 | 1 | None evident |
| Environment – Cleaning & Maintenance | | | | | |
| 18 | Overall standard of cleanliness and maintenance of building and fixtures at time of inspection | 4 | 2 | 3 | Old building looks dirty and uninviting, maintenance poor |
| TOTAL – (Weighted Risk Scores) | | | | 55 | |
| PERFORMANCE SCORE (TOTAL/18) | | | | 3.06 | |

Note: good location, orientation, services immediate needs

Areas for Improvement:

- Very old facility – needs to be demolished
- Design causes problems

Table 1 - 'Performance' Rating Score Card


| | | |
|--|----------------------------|---|
|  | Public Toilet No. 7 | Description & Location: |
| | | Weeroona Parade Weeroona Parade Queenscliff (Open 24 Hours) |

| No | Element | Raw Score | Risk Weight | Wtd Score | Features /Observations |
|---|---|-----------|-------------|-------------|---|
| Physical - (Design and Fit Out) | | | | | |
| 1 | Building Style - Adequacy of protection from weather | 3 | 3 | 3 | Traditional design, roof over cubicles, urinal and wash basins, but not over change, showers and partly over entrances. |
| 2 | Utilisation - User Demand | 4 | 2 | 3 | Beach, walkers, buses, ferry |
| 3 | Adequacy and Condition of fittings & fixtures for personal comforts | 4 | 3 | 4 | <ul style="list-style-type: none"> Toilet bowls (3M (D),4F + 1 D Urinal (M)) toilet paper hand basins (2M,2F) Showers (2M,2F) Sanitary (2F) Change with benches Just acceptable condition |
| 4 | Accessibility - Suitability for people with a Disability (particularly wheel chair) | 5 | 4 | 5 | <ul style="list-style-type: none"> Signed on door only, door widths (850), cubicle size small, door no handle handrail - minimum Not suitable as a Disabled Toilet |
| Physical – Location & Direction | | | | | |
| 5 | Proximity to other Public Toilet facilities | 3 | 1 | 2 | 250m |
| 6 | Siting Convenience – proximity to user generators | 1 | 2 | 1 | Located adjacent bus carpark and access to beach and park |
| 7 | Signage - to direct people to toilet | 5 | 3 | 4 | No Signage |
| 8 | Signage- identification of Toilet Facility and M,F,U,D | 3 | 2 | 3 | Yes, but no external D , but has internal D |
| Social- Safety and Security | | | | | |
| 9 | Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places | 2 | 5 | 3 | Entrance visible from the carpark, but cubicle doors not visible |
| 10 | Safe Accessibility - (defined safe access and entrance clear of obstructions) | 1 | 5 | 1 | Well defined concrete path access to toilet |
| 11 | Lighting Internal | 2 | 4 | 3 | Good natural and good electrical |
| 12 | Lighting External – if only open during daylight hours or Lighting External – if open at night | 1 | 4 | 1 | Good lighting on building at entrance and internal lights. |
| 13 | External hiding places (concealment) | 1 | 5 | 1 | None |
| 14 | Building design hiding places | 4 | 5 | 5 | Traditional design with foyers |
| 15 | External features encouraging loitering | 1 | 2 | 1 | None near the entrance |
| 16 | Anti-Social Behaviour – Graffiti, vandalism activity | 2 | 2 | 2 | Some evidence |
| 17 | Anti-Social Behaviour –Drugs or Sexual activity | 1 | 5 | 1 | None evident |
| Environment – Cleaning & Maintenance | | | | | |
| 18 | Overall standard of cleanliness and maintenance of building and fixtures at time of inspection | 3 | 2 | 3 | Very clean and well maintained |
| TOTAL – (Weighted Risk Scores) | | | | 46 | |
| PERFORMANCE SCORE (TOTAL/18) | | | | 2.56 | |

Areas for Improvement:

- Older style toilet –design is an issue
- Safety an issue
- Lack of facilities for disabled an issue
- Fit out is tired (old)

Table 1 - 'Performance' Rating Score Card


| | | |
|--|----------------------------|--|
|  | Public Toilet No. 8 | Description & Location: |
| | | Queenscliffe Recreation Reserve Hesse Street Queenscliff (Open 24 Hours) |

| No | Element | Raw Score | Risk Weight | Wtd Score | Features /Observations |
|---|--|-----------|-------------|-------------|--|
| Physical - (Design and Fit Out) | | | | | |
| 1 | Building Style - Adequacy of protection from weather | 2 | 3 | 3 | Traditional design incorporated with caravan park amenities. Roof over cubicles, urinal and wash basins, change and foyer. |
| 2 | Utilisation - User Demand | 4 | 2 | 3 | Carpark, beach, park users |
| 3 | Adequacy and Condition of fittings & fixtures for personal comforts | 4 | 3 | 4 | <ul style="list-style-type: none"> • Toilet bowls (2M,3F) • Urinal (M)) • toilet paper • hand basins (1M,2F) • Soap (M,F) • Hand dryers (M,F) • Mirror (1M,2F) • Sanitary (3F) • Change within one toilet with bench • Good condition for old bldg |
| 4 | Accessibility - Suitability for people with a Disability (particularly wheel chair) | 5 | 4 | 5 | None |
| Physical – Location & Direction | | | | | |
| 5 | Proximity to other Public Toilet facilities | 3 | 1 | 2 | 250m |
| 6 | Siting Convenience – proximity to user generators | 2 | 2 | 2 | Located in park not easily found by other users e.g. carpark, beach. kiosk |
| 7 | Signage - to direct people to toilet | 5 | 3 | 4 | No Signage |
| 8 | Signage- identification of Toilet Facility and M,F,U,D | 3 | 2 | 3 | M & F on building, but hard to identify as public toilet. |
| Social- Safety and Security | | | | | |
| 9 | Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places | 4 | 5 | 5 | Poorly sighted and orientated. Hard to locate and then find entrances |
| 10 | Safe Accessibility - (defined safe access and entrance clear of obstructions) | 4 | 5 | 5 | Have to pass through alleyway to access entrances. Path clearly defined and no obstructions |
| 11 | Lighting Internal | 3 | 4 | 4 | Natural poor at end of bldg., electric good. |
| 12 | Lighting External – if only open during daylight hours or Lighting External – if open at night | 3 | 4 | 4 | Good lighting on building at entrance and but reduced lighting on approaches. |
| 13 | External hiding places (concealment) | 3 | 5 | 4 | Yes, must pass down an alleyway of other buildings |
| 14 | Building design hiding places | 4 | 5 | 5 | Traditional design with foyers |
| 15 | External features encouraging loitering | 4 | 2 | 3 | Yes , use of adjoining bldgs |
| 16 | Anti-Social Behaviour – Graffiti, vandalism activity | 1 | 2 | 1 | None evident |
| 17 | Anti-Social Behaviour –Drugs or Sexual activity | 1 | 5 | 1 | None evident |
| Environment – Cleaning & Maintenance | | | | | |
| 18 | Overall standard of cleanliness and maintenance of building and fixtures at time of inspection | 2 | 2 | | Very clean and well maintained |
| TOTAL – (Weighted Risk Scores) | | | | 62 | |
| PERFORMANCE SCORE (TOTAL/18) | | | | 3.44 | |

Areas for Improvement:

- Older style toilet, poorly located. Poorly orientated – hard to locate and find entrance
- Poor access
- No disability toilet

Table 1 - 'Performance' Rating Score Card


| | | |
|--|----------------------------|---|
|  | Public Toilet No. 9 | Description & Location: |
| | | Ganes Reserve Ocean Road Point Lonsdale (Open 24 Hours) |

| No | Element | Raw Score | Risk Weight | Wtd Score | Features /Observations |
|---|--|-----------|-------------|-------------|---|
| Physical - (Design and Fit Out) | | | | | |
| 1 | Building Style - Adequacy of protection from weather | 1 | 3 | 1 | Newer traditional style with roof over all facilities and entrances. Has M with direct access |
| 2 | Utilisation - User Demand | 3 | 2 | 3 | Park, occasional beach and bus users |
| 3 | Adequacy and Condition of fittings & fixtures for personal comforts | 3 | 3 | 3 | <ul style="list-style-type: none"> • Toilet bowls (4F, 3M, 1D) • Urinal (M) • toilet paper • hand basins (2M,2F) • sanitary (2F) • Change table bench (F) • Good Condition |
| 4 | Accessibility - Suitability for people with a Disability (particularly wheel chair) | 2 | 4 | 3 | <ul style="list-style-type: none"> • signed, • door widths (850), • cubicle size- old (2000 x 1600) • single handrails not to std |
| Physical – Location & Direction | | | | | |
| 5 | Proximity to other Public Toilet facilities | 3 | 1 | 2 | 250 |
| 6 | Siting Convenience – proximity to user generators | 3 | 2 | 3 | At park but some distance from the beach, but where beach users park cars |
| 7 | Signage - to direct people to toilet | 5 | 3 | 4 | No Signage |
| 8 | Signage- identification of Toilet Facility and M,F,U,D | 1 | 2 | 1 | Yes |
| Social- Safety and Security | | | | | |
| 9 | Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places | 2 | 5 | 3 | D visible from carpark and road M&F cubicle doors not visible form carpark |
| 10 | Safe Accessibility - (defined safe access and entrance clear of obstructions) | 2 | 5 | 3 | Gravel surface to bldg., must pass between 'hitch rails' , |
| 11 | Lighting Internal | 2 | 4 | 3 | Good natural and electrical |
| 12 | Lighting External – if only open during daylight hours <u>or</u> Lighting External – if open at night | 3 | 4 | 4 | Light above entrances, no external light of access. |
| 13 | External hiding places (concealment) | 2 | 5 | 3 | Some bushes to the side of access ways |
| 14 | Building design hiding places | 3 | 5 | 4 | Traditional foyer type for M&F |
| 15 | External features encouraging loitering | 1 | 2 | 1 | None within 5M |
| 16 | Anti-Social Behaviour – Graffiti, vandalism activity | 2 | 2 | 2 | Some occasional vandalism |
| 17 | Anti-Social Behaviour –Drugs or Sexual activity | 1 | 5 | 1 | None evident |
| Environment – Cleaning & Maintenance | | | | | |
| 18 | Overall standard of cleanliness and maintenance of building and fixtures at time of inspection | 2 | 2 | 2 | Quite clean and well maintained |
| TOTAL – (Weighted Risk Scores) | | | | 46 | |
| PERFORMANCE SCORE (TOTAL/18) | | | | 2.56 | |

Areas for Improvements

- Traditional design for M7F – safety issues
- Access could be improved - gravel
- Disabled needs updating
- Signage to toilet
- External lighting

Table 1 - 'Performance' Rating Score Card


| | | |
|--|-----------------------------|---|
|  | Public Toilet No. 10 | Description & Location: |
| | | Point Lonsdale Back Beach Ocean Road Point Lonsdale (Open 24 Hours) |

| No | Element | Raw Score | Risk Weight | Wtd Score | Features /Observations |
|---|--|-----------|-------------|-------------|--|
| Physical - (Design and Fit Out) | | | | | |
| 1 | Building Style - Adequacy of protection from weather | 1 | 3 | 1 | Direct access to 2 no. M/F/D within Surf Club building with roof overhanging entrances l. |
| 2 | Utilisation - User Demand | 4 | 2 | 3 | Mainly beach users regular use |
| 3 | Adequacy and Condition of fittings & fixtures for personal comforts | 3 | 3 | 3 | <ul style="list-style-type: none"> Toilet bowls (2M/F/D) toilet paper hand washing water (1M/F/D) sanitary (M/F/D) Mirror (M/F/D) Bench and coat hooks Good Condition |
| 4 | Accessibility - Suitability for people with a Disability (particularly wheel chair) | 1 | 4 | 1 | <ul style="list-style-type: none"> signed, door widths (850), cubicle size-(new2300 x 1900) handrails |
| Physical – Location & Direction | | | | | |
| 5 | Proximity to other Public Toilet facilities | 3 | 1 | 2 | 250m |
| 6 | Siting Convenience – proximity to user generators | 1 | 2 | 1 | Located at generator site |
| 7 | Signage - to direct people to toilet | 2 | 3 | 3 | No Signage but very visible (obvious) |
| 8 | Signage- identification of Toilet Facility and M,F,U,D | 1 | 2 | 1 | Yes |
| Social- Safety and Security | | | | | |
| 9 | Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places | 1 | 5 | 1 | Cubicle entrances visible form access paths for long distance |
| 10 | Safe Accessibility - (defined safe access and entrance clear of obstructions) | 1 | 5 | 1 | Good clear access |
| 11 | Lighting Internal | 2 | 4 | 3 | Good natural and electrical |
| 12 | Lighting External – if only open during daylight hours | | 2 | | |
| | <u>or</u> Lighting External – if open at night | 3 | 4 | 4 | One fluoro light between doors. No other lighting for access. |
| 13 | External hiding places (concealment) | 2 | 5 | 3 | A person could conceal themselves behind retaining wall – low risk.t |
| 14 | Building design hiding places | 1 | 5 | 1 | External cubicle doors |
| 15 | External features encouraging loitering | 1 | 2 | 1 | None evident |
| 16 | Anti-Social Behaviour – Graffiti, vandalism activity | 3 | 2 | 3 | Evidence of graffiti |
| 17 | Anti-Social Behaviour –Drugs or Sexual activity | 1 | 5 | 1 | None evident |
| Environment – Cleaning & Maintenance | | | | | |
| 18 | Overall standard of cleanliness and maintenance of building and fixtures at time of inspection | 3 | 2 | 3 | Looked like needed good deep clean, maintenance Ok |
| | TOTAL – (Weighted Risk Scores) | | | 36 | |
| | PERFORMANCE SCORE (TOTAL/18) | | | 2.00 | |

Areas for Improvement:

- External Lighting
- Deep clean

Table 1 - 'Performance' Rating Score Card


| | | |
|--|-----------------------------|---|
|  | Public Toilet No. 11 | Description & Location: |
| | | Lighthouse Reserve Point Lonsdale Road Point Lonsdale (Open 24 Hours) |

| No | Element | Raw Score | Risk Weight | Wtd Score | Features /Observations |
|---|--|-----------|-------------|-------------|---|
| Physical - (Design and Fit Out) | | | | | |
| 1 | Building Style - Adequacy of protection from weather | 4 | 3 | 4 | Old traditional with no roof over entrances, wash basins, Only roofed over cubicles. |
| 2 | Utilisation - User Demand | 4 | 2 | 3 | Reserve, lighthouse, jetty. |
| 3 | Adequacy and Condition of fittings & fixtures for personal comforts | 5 | 3 | 4 | <ul style="list-style-type: none"> Toilet bowls (1M,2F) Urinal (M) toilet paper hand washing basins (1M,1F) Sanitary (1F) very old, poor condition & repair |
| 4 | Accessibility - Suitability for people with a Disability (particularly wheel chair) | 5 | 4 | 5 | <ul style="list-style-type: none"> None |
| Physical – Location & Direction | | | | | |
| 5 | Proximity to other Public Toilet facilities | 4 | 1 | 2 | 500m |
| 6 | Siting Convenience – proximity to user generators | 1 | 2 | 1 | Located at generator site |
| 7 | Signage - to direct people to toilet | 5 | 3 | 4 | No Signage |
| 8 | Signage- identification of Toilet Facility and M,F,U,D | 4 | 2 | 3 | Hand written signage, very poor |
| Social- Safety and Security | | | | | |
| 9 | Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places | 5 | 5 | 5 | Poor orientation- Entrances at rear and not generally visible and cubicle doors not visible |
| 10 | Safe Accessibility - (defined safe access and entrance clear of obstructions) | 4 | 5 | 5 | Only concrete path near entrances access to toilet not well defined |
| 11 | Lighting Internal | 4 | 4 | 4 | Good Natural light only, No. electric light |
| 12 | Lighting External – if only open during daylight hours or Lighting External – if open at night | 5 | 4 | 5 | No lighting at building or pathways to toilet. |
| 13 | External hiding places (concealment) | 4 | 5 | 5 | Bushes at rear (where entrances are) |
| 14 | Building design hiding places | 5 | 5 | 5 | Traditional design with entrances and internal cubicles not visible |
| 15 | External features encouraging loitering | 1 | 2 | 2 | None near the entrances |
| 16 | Anti-Social Behaviour – Graffiti, vandalism activity | 2 | 2 | 2 | Occasional Vandalism |
| 17 | Anti-Social Behaviour –Drugs or Sexual activity | 1 | 5 | 1 | None evident |
| Environment – Cleaning & Maintenance | | | | | |
| 18 | Overall standard of cleanliness and maintenance of building and fixtures at time of inspection | 4 | 2 | 3 | Old building looks dirty and uninviting, maintenance poor |
| TOTAL – (Weighted Risk Scores) | | | | 63 | |
| PERFORMANCE SCORE (TOTAL/18) | | | | 3.50 | |

Areas for Improvement:

- Demolish


Table 1 - 'Performance' Rating Score Card

| | | |
|--|-----------------------------|---|
|  | Public Toilet No. 12 | Description & Location: |
| | | Point Lonsdale Foreshore Point Lonsdale Road Point Lonsdale (Open 24 Hours) |

| No | Element | Raw Score | Risk Weight | Wtd Score | Features /Observations |
|--|---------|-----------|-------------|-----------|------------------------|
| Physical - (Design and Fit Out) | | | | | |

Renewed in 2017

Table 1 - 'Performance' Rating Score Card


| | | |
|--|-----------------------------|---|
|  | Public Toilet No. 13 | Description & Location: |
| | | Gas Works Skate Park Point Lonsdale Road Point Lonsdale (Open 24 Hours) |

| No | Element | Raw Score | Risk Weight | Wtd Score | Features /Observations | |
|---|--|-----------|-------------|-----------|---|--|
| Physical - (Design and Fit Out) | | | | | | |
| 1 | Building Style - Adequacy of protection from weather | 2 | 3 | 3 | Traditional layout portable style toilet with roof over cubicles, urinal and wash basins, but not over entrances. | |
| 2 | Utilisation - User Demand | 3 | 2 | 3 | Skate Park (Peak Uses), walkers | |
| 3 | Adequacy and Condition of fittings & fixtures for personal comforts | 5 | 3 | 4 | <ul style="list-style-type: none"> Toilet bowls (2M ,3F +DM,F) Urinal (M) toilet paper hand basins (2M,2F) Barely acceptable condition | |
| 4 | Accessibility - Suitability for people with a Disability (particularly wheel chair) | 4 | 4 | 4 | <ul style="list-style-type: none"> Cubicles provided but not suitable and access poor | |
| Physical – Location & Direction | | | | | | |
| 5 | Proximity to other Public Toilet facilities | 4 | 1 | 2 | 700m | |
| 6 | Siting Convenience – proximity to user generators | 1 | 2 | 1 | Located at skate park and on walking path . | |
| 7 | Signage - to direct people to toilet | 3 | 3 | 3 | Signage on pole in street | |
| 8 | Signage- identification of Toilet Facility and M,F,U,D | 2 | 2 | 2 | M,F poor and no PT sign | |
| Social- Safety and Security | | | | | | |
| 9 | Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places | 4 | 5 | 5 | Siting Ok but entrances only partially visible from carpark, road or skate park and cubicle doors not visible | |
| 10 | Safe Accessibility - (defined safe access and entrance clear of obstructions) | 3 | 5 | 4 | No path to toilet (must cross grass) with asphalt front of Bldg | |
| 11 | Lighting Internal | 2 | 4 | 3 | Natural and some electrical | |
| 12 | Lighting External – if only open during daylight hours | | 2 | | | |
| | or Lighting External – if open at night | 5 | 4 | 5 | None | |
| 13 | External hiding places (concealment) | 4 | 5 | 5 | Bushes on skate park side of bldg | |
| 14 | Building design hiding places | 5 | 5 | 5 | Traditional design with foyers | |
| 15 | External features encouraging loitering | 1 | 2 | 1 | None near the entrance | |
| 16 | Anti-Social Behaviour – Graffiti, vandalism activity | 3 | 2 | 3 | Evidence of vandalism | |
| 17 | Anti-Social Behaviour –Drugs or Sexual activity | 1 | 5 | 1 | None evident | |
| Environment – Cleaning & Maintenance | | | | | | |
| 18 | Overall standard of cleanliness and maintenance of building and fixtures at time of inspection | 5 | 2 | 3 | Old and tired and only just acceptable clean and maintained | |
| TOTAL – (Weighted Risk Scores) | | | | | 57 | |
| PERFORMANCE SCORE (TOTAL/18) | | | | | 3.17 | |

Areas for Improvement:

- D toilet not suitable facility
- External lighting
- Vegetation trimming
- Building Orientation
- Design (traditional)
- Old and tired interior

Table 1 - 'Performance' Rating Score Card

| | | |
|--|-----------------------------|---|
|  | Public Toilet No. 14 | Description & Location: |
| | | Royal Parade Point Lonsdale Road Point Lonsdale (Open 24 Hours) |

| No | Element | Raw Score | Risk Weight | Wtd Score | Features /Observations |
|---|--|-----------|-------------|-------------|--|
| Physical - (Design and Fit Out) | | | | | |
| 1 | Building Style - Adequacy of protection from weather | 1 | 3 | 3 | M and F and D (although kept locked) External access M & F & D toilet with roof over cubicles, and entrances |
| 2 | Utilisation - User Demand | 3 | 2 | 3 | Walkers and park |
| 3 | Adequacy and Condition of fittings & fixtures for personal comforts | 4 | 3 | 4 | <ul style="list-style-type: none"> Toilet bowls (1M ,1F, 1D (locked) toilet paper Shower outside of F to wash hands Barely acceptable conditions but clean |
| 4 | Accessibility - Suitability for people with a Disability (particularly wheel chair) | 5 | 4 | 4 | <ul style="list-style-type: none"> Locked |
| Physical – Location & Direction | | | | | |
| 5 | Proximity to other Public Toilet facilities | 4 | 1 | 2 | 700m |
| 6 | Siting Convenience – proximity to user generators | 3 | 2 | 3 | Located in park and near walking path. |
| 7 | Signage - to direct people to toilet | 5 | 3 | 4 | None |
| 8 | Signage- identification of Toilet Facility and M,F,U,D | 1 | 2 | 1 | Yes + PT sign on building |
| Social- Safety and Security | | | | | |
| 9 | Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places | 1 | 5 | 1 | Siting Ok with entrance generally visible from park road cubicle doors visible |
| 10 | Safe Accessibility - (defined safe access and entrance clear of obstructions) | 2 | 5 | 3 | No path to toilet (must cross grass) with concrete path around Bldg |
| 11 | Lighting Internal | 3 | 4 | 4 | Electrical only with some natural through top vent (poor light) |
| 12 | Lighting External – if only open during daylight hours or Lighting External – if open at night | 3 | 4 | 4 | Restricted to light over entrance to F & D but not M. No other external lights |
| 13 | External hiding places (concealment) | 1 | 5 | 1 | None |
| 14 | Building design hiding places | 1 | 5 | 1 | Doors open directly to public area |
| 15 | External features encouraging loitering | 4 | 2 | 3 | Shower head, tap and gully trap out front of F door |
| 16 | Anti-Social Behaviour – Graffiti, vandalism activity | 1 | 2 | 1 | None evident |
| 17 | Anti-Social Behaviour –Drugs or Sexual activity | 1 | 5 | 1 | None evident |
| Environment – Cleaning & Maintenance | | | | | |
| 18 | Overall standard of cleanliness and maintenance of building and fixtures at time of inspection | 1 | 2 | 1 | Quite clean and well maintained |
| TOTAL – (Weighted Risk Scores) | | | | 44 | |
| PERFORMANCE SCORE (TOTAL/18) | | | | 2.44 | |

Areas for Improvement:

- Open D toilet
- External lighting
- Signage to direct to toilet

Appendix 4 – Assessment Guidelines for Public Toilet Infrastructure

| Renewal (refurbish) or Upgrade (replace) | | | |
|---|---|------------|--|
| 1 | SITING | | |
| | Does Toilet siting meet CPTED requirements | Yes | Refurbish if cost- benefit is less than replacement |
| | | No | Replace and relocate to new site that meets CPTED guidelines |
| 2 | DISABILITY ACCESSIBILITY | | |
| | Does Toilet meet current disability accessibility regulations | Yes | Refurbish if cost-benefit is less than replacement |
| | | No | If the toilet can be made compliant, refurbish if cost- benefit is less than replacement (Note if double Exeloo type only one cubicle needs to be made compliant) |
| | | No | If the toilet cannot be made compliant, and there is not another compliant toilet within 250 metres, replace |
| 3 | BUILDING STRUCTURE | | |
| | Does current public toilet achieve a reasonable performance score | Yes | If can be made compliant with siting and disability access, refurbish if cost- benefit is less than replacement |
| | | No | Replace is preferred option |
| 4 | BUILDING OF HISTORIC VALUE | | |
| | Is building of Historic Value | Yes | Refurbish if can be made compliant with siting (CPTED) and disability access |
| | | No | Cost- benefit analysis should be undertaken to determine best option if current building capable of being made compliant with siting (CPTED) and disability access |
| Remove (decommission & not replace) | | | |
| 5 | OPTIONAL TOILET | | |
| | Is there another toilet within 250 metres that is easily accessed and compliant with siting (CPTED) and disability accessibility. | Yes | Decommission |
| | | No | Do not consider decommissioning unless usage is very low and infrequent |
| 6 | RISK TO USERS | | |
| | Users are at risk due to poor siting (CPTED) and/or anti-social behaviour | Yes | Decommission if use is low |
| | | No | No need to decommission |

Appendix 5 - Assessment Guidelines for New Toilets'

| New Toilet Assessment Chart | | |
|---|--|--|
| 1 | PART 1 - IS NEW TOILET WARRANTED | |
| <p>Does the proposed toilet meet one or more of the following:</p> <ul style="list-style-type: none"> If 'Yes' to one or more – New Toilet to be considered (Establish priority by completing Part 2 and adding scores. Priority is given to those with the higher score) If 'No' to all – Do not consider new toilet | | |
| | Criteria | Score |
| | <ul style="list-style-type: none"> Is it supported by a Queenscliffe Strategy, Master Plan or this Strategy | (Score '1' for each 'Yes' response to the criteria) (Max. Score 6) |
| | <ul style="list-style-type: none"> Is demand generated by the Strategy or Master Plan or council works that should have considered a toilet, but didn't | |
| | <ul style="list-style-type: none"> Is expected use generated by a Queenscliffe initiative, works or program | |
| | <ul style="list-style-type: none"> Is the distance to the nearest public toilet unreasonable: (footpaths -more than 500m or 250m in special circumstances, or Shared (Ped and Cyclist) path - more than 500 metres; or Cyclist only path - more than 1500m and For a foreshore toilet the proposed site is within 500 m of a beach access point | |
| | <ul style="list-style-type: none"> Is the nearest toilet not compliant with siting (CPTED) and disability accessibility | |
| | <ul style="list-style-type: none"> Does the lack of a public toilet pose risk to safety of people through unsociable behaviour e.g. urinating in public | |
| | SUBTOTAL (Part 1) | |
| 2 | PART 2 - ESTABLISHING PRIORITY FOR NEW TOILET – Use, Demand & Funding | |
| | | Score* |
| | Proximity - How close is the proposed toilet to other Public toilets, council internally accessed toilets, privately or other authority owned/managed toilets. | |
| | Use pattern - What is anticipated use pattern | *Use the Evaluation Assessment Guide for Part 2 below to provide a score for the toilet. The highest total score should be considered as highest priority |
| | No of Users - What is anticipated number of users | |
| | Type of Users - What type of users are expected | |
| | Future Demand - What are the expected future demand generators | |
| | SUBTOTAL (Part 2) | (Max. Score 25) |
| | Total Score (Part 1 +2) | (Max. Score 31) |

Evaluation Assessment Guide for Part 2

Part 2 – Evaluation Chart

| Score | 1 | 2 | 3 | 4 | 5 |
|--|---|--|---|--|---|
| Proximity to other Council, Private and/or other Authority Toilets | Multiple other toilets within 250m | One other toilet within 250 metres | One or more other toilets within 500 metres | No other toilets within 500 metres | No other toilets within 750 metres |
| Use Pattern | Light use with Occasional peaks | Low intermittent use – with heavy peak use on average one occasion per week | Heavy peak use on 1 to 2 days per week | Light regular use throughout day (with or without occasional peak use) or Heavy peak use on 1 to 4 occasions per week | Heavy regular use throughout day or Lighter regular use during the day with heavy regular peak use during the holiday seasons |
| Number of Users | Overall use averaging <4 per hour / 8 hrs /days open | Overall use averaging 5 - 10 per hour / 8 hrs/ days open | Overall use averaging 11 - 20 per hour / 8 hrs/ days open | Overall use averaging 21 - 30 per hour / 8 hrs/ days open | Overall use averaging >30 per hour / 8 hrs/ days open |
| Type of Users | General public only | General public with slightly higher than average content of very young, or elderly, or impaired people | General public with 30% mixed very young, or elderly, or impaired people | General Public but with 60% proportion of very young, or elderly, or impaired people | Predominantly very young, or elderly, or impaired people |
| Future Demand | There are no proposals known that will increase demand; or Demand is expected to decrease | There are long term plans that may increase demand beyond 10 years | The current attractions or plans, strategies, development plans will be actioned and increase demand within the next 6-10 years | The current attractions or plans, strategies, development plans will be actioned and increase demand within the next 2-5 years | The current attractions or there are immanent proposals that will increase demand within the next two years |