



# Borough of Queenscliffe

Queenscliff & Point Lonsdale, Victoria, Australia

# Public Toilet Strategy

## 2025 - 2030



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# 1 Executive Summary

This 2025 - 2030 Public Toilet Strategy is a review of the 2015 – 2025 Strategy and updates the community needs in relation to public toilets. The reviewed strategy is intended to inform Council's decision-making over the period of the 2025- 2029 Council Plan and proposes actions to:

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

The community and visitors currently 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 and 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. (e.g. Queenscliff Harbour). However, as they all have restrictions of use or are not controlled by the Borough, they are not further addressed in this Strategy other than identifying coverage of service available.

This 2025 Strategy undertakes a comprehensive examination of Councils 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 2025 - 2030 Public Toilet Strategy provides direction for the improved provision and maintenance of public toilets through recommending:

- Capital Works Improvements – focussing on updating/replacing public toilets in a priority order that considers the needs of the community, cost efficiency and Council’s Asset Management Policy including consideration to Council’s broader financial sustainability.
- Minor Works Improvements
- And Signage Improvements

The Strategy also provides guidance for the design public toilets to improve safety and accessibility.

Guiding the changes in the provision and management of the Borough public toilets, the 2025-2030 Public Toilet Strategy proposes a total of 13 actions to be undertaken over the next five 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.

## 2 Introduction

### 2.1 Introduction

The Public Toilet Strategy 2025 – 2030 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.

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 need 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 addressing 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 for the service coverage that they provide.

Traditionally, councils have set priorities for toilet asset 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:

- Assess current locations and determine strategies to address demand at future locations.
- Identify a clear set of service standards (levels of service) for a range of different amenity facility types considering a service hierarchy, accessibility, 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 estimates 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 methodology for assessing the performance of existing toilet assets to determine 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 Universal Design and CPTED principles to the operation and design of public toilets.
- Cost estimates to inform future Council planning and budgets
- 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**

This strategy integrates with the corporate integrated strategic planning and reporting framework as a service planning tool. This strategy review integrates with Councils 10 year financial plan and annual budget process through Councils Asset Plan and asset management planning processes.

### **2.2.1 Lived Experience of Disability Reference Group (LEDG)**

Council has committed to partner with the Lived Experience of Disability Reference Group (LEDG) to increase access and inclusion for residents and visitors to the Borough.

One expression of the partnership is the establishment of a Capital works Access and Inclusion working group comprised of Council officers and LEDG members who meet regularly to ensure all new and renewal works maximise access and inclusion.

### **2.2.2 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 Queenscliffe Council has developed Policies, Strategies, and Plans which support and foster public amenities. These include:

- BOQ Financial Resource Plan
- BOQ Asset Management Policy
- BOQ Building Asset Management Plan
- BOQ Building Condition Assessment
- The National Public Toilet Map / [www.toiletmap.gov.au](http://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 is available in Queenscliff and Point Lonsdale, an area of approximately 10km<sup>2</sup>. At just under 1.5 toilets per square kilometre, it is considered that the Borough has perhaps one of the highest levels of coverage for public toilet availability of any regional area.

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 Queenscliff Recreation Reserve public toilets and the Queenscliffe Hub (Wirrng Wirrng,) Toilets.

#### Council Buildings Internally Accessed Toilets

There 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 these facilities 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
- Senior Citizens Centre
- Sports Complexes (open only on sporting days)
- Town Hall

#### 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 \$2.5M (2025 building asset valuations).

Of the 14 Public toilets:

- Nine are standalone;
- Three are co-located in an Amenities Block or Visitor Centre; and
- Two are co-located in a Surf Life Saving Club building.

**Appendix 1** - contains maps showing the locations of the 14 Public Toilets and has circles of 400 metres radius drawn around each toilet showing the coverage of the existing public toilets. These maps also indicate where some of the publicly available privately owned toilets are available.

### 4.2.1 Types of Public Toilets in the Borough

Eight 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 or front of building. These include Jordan Reserve, Citizens Park, Princess Park, Weeroona Parade, Ganes Reserve, Lighthouse Reserve, Point Lonsdale Foreshore & Skate Park.

Six of the public toilets provide unisex toilet cubicles. These include The Queenscliffe Hub (Wirring Wirring) in Hesse St, Queenscliff Recreation Reserve, Point Lonsdale Back Beach, Santa Casa Beach, Royal Park and Victoria Park.

Details of the 14 public toilets are shown in **Appendix 3**.

## 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

Four (4) public toilets provide change rooms with benches. These include Weeroona, Victoria Park, Point Lonsdale Foreshore and Santa Casa Beach.

### 4.3.2 Showers

Eight public toilets currently provide showers. These include JL Jordan Reserve – Boat Ramp, Weeroona, Princess Park, Point Lonsdale Foreshore, Queenscliff Recreation Reserve, Ganes Reserve, Santa Casa and Victoria Park.

## 4.4 Public Toilet Locations and Demand Generators

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

Precinct	Demand
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	Seasonal demand with occasional peaks at the facilities located in the foreshore reserves 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 Town Centre Precinct

One public toilet located at the Queenscliff Hub (Wirrng Wirrng) is dedicated to service the retail and commercial precinct of Queenscliffe. This toilet has hours of operation restricted to VIC opening hours.

The Point Lonsdale commercial area is serviced by the Point Lonsdale Foreshore public toilet (which also services the foreshore).

### 4.4.2 Caravan Park Precinct

Three public toilets service caravan park precincts. This Includes Royal Park, Victoria Park, and Queenscliff Recreation Reserve (which also services the Shortlands Bluff foreshore precinct)

### 4.4.3 Parks, Gardens and Reserves Precinct

Nine public toilets service the Parks, Gardens and Reserves Precinct. The Parks, Gardens and Reserves Precinct encompasses the beach frontage, parks adjacent to the beach and other attractions such as Queenscliff and Point Lonsdale jetties, buses and ferry. These toilets are at Weeroona Parade, Princess Park, Citizens Park, Queenscliff Recreation Reserve, Santa Casa, Point Lonsdale Foreshore, Lighthouse Precinct, Point Lonsdale Back Beach and Ganes Reserve

### 4.4.4 Specialist Activity Precinct (Boat Ramp and Skate Park)

Two of the public amenities service these specialist activities and are located at the Queenscliff Boat Ramp and the Point Lonsdale skate park.

## 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, progressively renew and upgrade ageing public toilets and provides guidance on addressing demand for additional facilities. The processes established will:

- Ensure the provision of public toilets within the Borough reasonably support the use of public open space for recreation and tourist visitation.
- Provide and maintain a safe, accessible, high quality and sustainable network of public toilets.
- Ensure the appropriate engagement with the Lived Experience of Disability Group (LEDG) to Improve the accessibility and adoption of Universal Design in public amenities.
- Respond to expectations of safety and security through application of the principles of Crime Prevention Thorough Environmental Design (CPTED) when renewing or planning new public 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 to keep them in a sound useable and safe condition. Borough of Queenscliffe uses asset condition ratings for the 'lifetime' strategic planning of the asset (renewal or disposal 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 2025, and the condition ratings are used to in the overall performance of public toilet facilities scoring contained within 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 accessibility requirements for all users; or
- 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
- Its capacity can no longer meet demand (or the capacity is no longer needed to meet demand).

Feedback received by Council and engagement with key stakeholders highlight that cleanliness, safety and accessibility are the highest requirements for public toilet users.

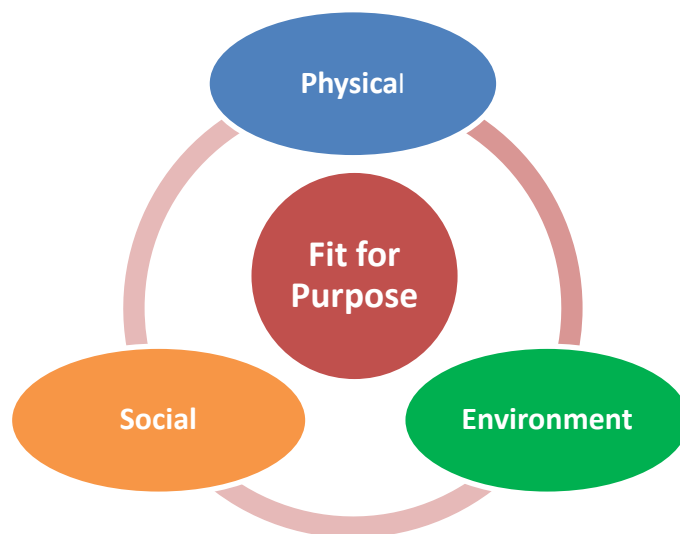
In conjunction with the 'Building Condition Rating' in setting priorities, this Strategy also considers the 'Fit for Purpose' which comprises:

- Measuring Performance – consideration of the community needs of accessible, safe, clean and conveniently placed public toilets, 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 and accessibility 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 accessibility, 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 were carried out by inspecting each site during the day and at night and interviewing key people such as the toilet cleaners to obtain the required information to populate the 'Performance Rating Score Cards'.

Using the 'Performance Score' the existing toilets are ranked between 1 (best performer) through to 5 (worst performer) i.e. The toilets with the highest performance score should be placed highest on the priority list for improvement works. It should be noted that a low performing toilet does not necessarily represent a failure but rather suggests its priority for upgrading to meet current expectations.

Addition of the performance score with the building condition score provides an overall 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 'Performance Score' was calculated for each public toilet following their detailed assessment using the performance and risk assessment process as detailed within Appendix 2

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 table lists Borough of Queenscliff's Public Toilets in Priority 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	4.0
2	13	Gas Works Skate Park	Point Lonsdale Road Point Lonsdale	3.7
3	7	Weeroona Parade	Weeroona Parade Queenscliff	3.7
4	6	Princess Park	Tobin Drive Queenscliff	3.5
5	14	Royal Park	Point Lonsdale road Point Lonsdale	3.4
6	4	Santa Casa Beach	Henry Street Queenscliff	3.3
7	9	Ganes Reserve	Ocean Road Point Lonsdale	3.0
8	5	Victoria Park	King Street Queenscliff	2.8
9	10	Point Lonsdale Back Beach	Ocean Road Point Lonsdale	2.9
10	3	Citizens Park	Gellibrand Street Queenscliff	2.8
11	1	JL Jordan Reserve – boat ramp	Hesse Street extension Queenscliff	2.6
12	12	Point Lonsdale Foreshore	Point Lonsdale Road Point Lonsdale	2.3
13	8	Queenscliff Recreation Reserve	Hesse Street Queenscliff	1.9
14	2	Queenscliffe Hub (Wirrng Wirrng)	Hesse Street Queenscliff	1.5

## 6.5.2 Building Asset Condition Rating Rankings

By comparison the following lists the Borough of Queenscliff's Public Toilets in Priority Order, based on Building Asset Condition Assessment Rating (2025). 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	UN003	Lighthouse Reserve	Point Lonsdale Road, Point Lonsdale	7
2	QC0021	Weeroona Parade	Weeroona Parade Queenscliff	7
3	QC0038	Gas Works Skate Park	Point Lonsdale Road Point Lonsdale	6
4	UN0002	Princess Park	Tobin Drive Queenscliff	5
5	UN004	Royal Park	Point Lonsdale Road Point Lonsdale	5
6	QC0040	Santa Casa Beach	Henry Street Queenscliff	5
7	QC0028	Ganes Reserve	Ocean Road Point Lonsdale	5
8	QC0041	Point Lonsdale Back Beach	Ocean Road Point Lonsdale	5
9	UN0001	JL Jordan Reserve – boat ramp	Hesse Street extension Queenscliff	5
10	QC0027	Victoria Park	King Street Queenscliff	4
11	QC0018	Citizens Park	Gellibrand Street Queenscliff	4
12	QC0026	Point Lonsdale Foreshore	Point Lonsdale Road Point Lonsdale	3
13	UN0012	Queenscliff Recreation Reserve	Hesse Street Queenscliff	2
14	QC0005	Queenscliffe Hub (Wirring Wirring)	Hesse Street Queenscliff	1



### 6.5.3 Combined Performance and Building Asset Condition Ratings Rankings

A more accurate overall picture of the public toilets' serviceability is obtained by combining the 'Performance' Score' with the 'Building Condition Score'.

To achieve a combined score the Building Condition Asset score, (adjusted to a score out of five) is added to the Performance Score resulting in a score out of ten. 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+Bld score
1	11	Lighthouse Reserve	Point Lonsdale Road, Point Lonsdale	7.5
2	7	Weeroona Parade	Weeroona Parade Queenscliff	7.2
3	13	Gas Works Skate Park	Point Lonsdale Road Point Lonsdale	6.7
4	6	Princess Park	Tobin Drive Queenscliff	6
5	14	Royal Park	Point Lonsdale road Point Lonsdale	5.9
6	4	Santa Casa Beach	Henry Street Queenscliff	5.8
7	9	Ganes Reserve	Ocean Road Point Lonsdale	5.5
8	10	Point Lonsdale Back Beach	Ocean Road Point Lonsdale	5.4
9	1	JL Jordan Reserve – boat ramp	Hesse Street extension Queenscliff	5.1
10	5	Victoria Park	King Street Queenscliff	4.8
11	3	Citizens Park	Gellibrand Street Queenscliff	4.8
12	12	Point Lonsdale Foreshore	Point Lonsdale Road Point Lonsdale	3.8
13	8	Queenscliff Recreation Reserve	Hesse Street Queenscliff	2.9
14	2	Queenscliffe Hub (Wirrng Wirrng)	Hesse Street Queenscliff	2.0

#### 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 Building Asset Management Plan and Council's long term financial sustainability.
- The demand for new public toilets
- The suitability of 'non asset' solutions to the provision of seasonal demands.
- The ability to rationalise the number of Council buildings by co-locating public toilets where appropriate when identifying and designing future renewal/upgrades of other buildings.

*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 – The demand for public toilets generated by new or upgraded community assets (eg. BBQ's, recreation areas, etc) must be considered at the project inception / business case stage of the new asset's project development.*

*Action 3 – Consider Co-location of public toilets (with 24 hour access) to reduce the net number of community buildings when developing projects for new and upgraded buildings where there is a public toilet demand currently met by an existing public toilet nearby.*

## 7 Public Amenities Asset Value and Expenditure

### 7.1 Asset Value

The total replacement value of Borough of Queenscliffe public toilets is approximately \$2.5M. This value considers the economic obsolescence of two of the public toilets, Weeroona Parade and Princess Park. It has been identified that the change room facilities now far exceed demand due to the changing coastline and use of this area as well as changing trends in the provision of changing spaces and showers.

### 7.2 Expenditure

The nominal amount spent each year for maintenance and renewal works on all the Borough's buildings is approximately \$220,000. Approximately \$89,500 per annum is spent on public toilet cleaning and \$58,000 per annum on minor maintenance.

In the 10-year period to June 2025 the following major capital renewal and upgrade projects have been delivered:

- Citizens Park – renewal
- Point Lonsdale Foreshore – complete renewal as part of the Point Lonsdale Foreshore Revitalisation (stage 3)
- Field Park Toilet Renewal – This toilet was demolished, and the public toilet service was co-located with the Queenscliff Hub (Wirrng Wirrng).
- Queenscliff Recreation Reserve – renewal of the Hesse Street tourist park amenities and public toilets as part of the Queenscliff Sport and Recreation Precinct Development project.

The five-year Public Toilet Strategy Action Plan is based on Council being able to allocate adequate funds from internal budgets or attract funds from external sources.

## 8 Capital Works

Providing the community with best value outcomes for the provision of public toilet services requires consideration of the performance rating, building condition, public opinion, purpose for the toilet and Council's long term financial sustainability 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 ensure 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 \$220,000 per annum for renewal of all buildings.

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 – Renewal and 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. The 5 highest ranked toilets detailed below are recommended for consideration for funding, in priority order.

#### 8.2.1 Light House Reserve

**Proposal:**

Demolish the existing toilets and replace them with a new prefabricated short-life stand-alone 24-hour public toilet sympathetic to its heritage surroundings built within the same vicinity.

**Supporting Information:**

The existing toilet obtained the poorest performance rating and building condition rating. The building has been allocated a condition rating of 7 which acknowledges that this toilet is in poor condition and at intervention level. Structurally the walls and main structure are in very poor condition and not suitable for an internal renewal of fixtures and fittings. The roof structure that was an addition to the original structure was degraded to a condition that it has since separated from the structure in a high wind event. The building has undergone interim restoration works in June 2018 to remediate the structural integrity of one of the walls and attend to the failing concrete. This was to extend the life of the building for another 5-8 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, has no roof, 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 intent of providing a short life structure reflects the uncertainty of this site's future. Future master planning for this area may identify new structures that may offer the opportunity for co-location of public toilet facilities making large investment in the interim a risk.

Demand for this toilet currently is generated by a modest flow of sightseeing tourists, users of the Board Riders clubhouse and recreational fishers.

The configuration of the short life replacement toilet is recommended to consist of one all ability unisex cubicle and two ambulant cubicles. This configuration along with surrounding pathway works addresses accessibility deficiencies while the flexibility of the unisex all abilities cubicle effectively means the same level of service (availability of toilets) is achieved when compared to the aged structure.

#### **Estimated Cost:**

The 2025 building asset valuation lists the building renewal replacement value at \$102,000. 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 \$200,000 is allowed.

It is unlikely that this proposed toilet renewal would attract grant funding. At the time of reviewing this strategy in June 2025 there no grant funding programs targeting standalone toilet renewals of this nature.

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

### **8.2.2 Weeroona Parade**

#### **Proposal:**

The provision (within the existing footprint) of a modern facility incorporating CPTED and Universal Design principles with 8 ambulant cubicles and one unisex all abilities cubicles. In addition, it is recommended to incorporate permanent service connections and place a relocatable Changing Places facility directly beside the permanent toilet facility.

It is proposed that Weeroona Parade becomes the substantive home for a relocatable Changing Place facility that has the ability to be relocated for special purpose (eg. events).



**Supporting Information:**

The existing toilet obtained the third poorest performance ranking and a poor building condition rating of 7, with an overall second place ranking for upgrading works. The building has major structural issues running the full length of the facility.

Previous iterations of the Borough's Public Toilet Strategy have recommended consolidating the renewal of Weeroona Parade and Princess Park into a single centrally located renewed facility. Since the last revision of the strategy there has been two notable changes in the landscape which has influenced a change in strategic direction with respect to these toilets.

The first influencing factor is formation of, and engagement with the Lived Experience Disability Group (LEDG). The LEDG functions as a stakeholder group that can provide Council with meaningful feedback based on the lived experience of people with varying needs. The LEDG has been instrumental in leading a beach matting trial to improve beach access. The beach matting has been trailed at Tanberg Walk adjacent to the Weeroona Parade toilet facilities.

The second influencing factor is the emerging need and corresponding funding opportunities for Changing Places facilities. Through engagement with the LEDG council understand that the trial of beach matting was regarded as successful. Due to the beach matting trial's success Weeroona Parade is seen as the preferred location for the Borough's first Changing Place facility to compliment the improved beach access. The Weeroona Parade toilet location also provides good vehicle access and parking opportunities – another important attribute for the consideration of the Changing Place facility.

The Weeroona Parade location's parking and low traffic environment also means it is the preferred location for tour bus stops.

It is therefore considered logical to maintain the Weeroona Parade toilets at their current location and provide a renewed that meets current need.

**Configuration:**

As a minimum the toilet should comprise:

- One relocatable Changing Place unisex cubicle
- One unisex all abilities cubicle
- Eight separate unisex ambulant cubicles to service the large amount of passing traffic using this site.

It is also recognized that this site may be subject to extreme seasonal peak demand due to events such as the QMF or an increase in tour bus visits. It is considered possible (and fiscally preferable) to address potential short-term demand peak with 'non asset' solutions. It is recommended that the surrounding hardstand area be designed to accommodate 8 temporary unisex toilets.

**Estimated Cost:**

The 2025 building valuation values the renewal replacement cost of the Weeroona Parade toilets at \$100,000 when considering the economic obsolescence of the current offering. That is to say a smaller offering is valued for the renewal investment.

The estimated cost of the recommended configuration for this location, including the Changing Place (new capital cost) is \$550,000. The Commonwealth Accessible Australia funding program could be potentially accessed to fund the costs attributed to delivering the Changing Place toilet.

### **8.2.3 Gas Works Skate Park**

#### **Proposal:**

Remove the portable toilets. Upgraded stand-alone 24-hour facility built closer to and facing the road. The upgraded facility will provide services aimed at young families that are anticipated to form future demand.

#### **Supporting Information:**

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

Although the toilets received an overall ranking of second 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 poor accessibility.

The development of a new bike track features within the 2021-2025 Council Plan. At the time of reviewing this strategy a grant application to construct the bike park on land adjacent to the skate park was pending. Public Toilet demand expected to be generated by the bike park will include young families. A Gender Impact Assessment of the proposed bike park identified the need to provide baby change facilities to cater for young families.

The replacement of the toilet more centrally between the skate park and the bike park will provide the opportunity to re-orientate the toilet to improve passive surveillance and sight lines. It will also provide an opportunity to make the toilet move visible and accessible to users of the shared path.

#### **Configuration:**

With consideration to the use of this site, as a minimum the toilet should comprise:

- One unisex all abilities cubicle that includes a change table.
- Two unisex ambulant cubicles and one other unisex cubicle.

#### **Estimated Cost:**

The 2025 building valuation values the renewal replacement cost of the Gasworks Skate Park at \$75,000. The construction of an upgraded permanent structure with improved access and a higher standard fit-out is estimated to cost \$200,000.

## 8.2.4 Princess Park

### **Proposal:**

Demolition of the male toilets to enable the construction of a suitably sized modular toilet to be placed discreetly behind the façade of the original building. Decommissioning of the female side to enable repurposing.

### **Supporting Information:**

Princess Park received the fourth poorest performance score and a building condition of 5. This facility ranks fourth in the priority list for attention.

The current size of these toilets is too large for current needs. The trend in the use of outdoor changing rooms has changed and the popularity of this area as a swimming beach has somewhat diminished. A much smaller toilet would meet demand for the playground and park's use, noting the location of adjacent public toilets at Weeroona Parade and Citizens Park.

Achieving a clean appearance is difficult due to the floor and wall surfaces. It is unpleasant to use and detracts from the park upgrades including the playground. Princess Park is among the focal points for visitors to the Borough and does not contribute to the experience of visiting Queenscliff.

The existing building, while not heritage listed is considered an iconic Queenscliff landmark. Consideration should be given to retaining the Gellibrand Street facing façade of the existing toilet block and constructing the renewed toilets behind to maintain the building's appearance from the roadside.

As the size and number of toilets required is reduced from the current offering it is recommended that the female end of the old toilet is decommissioned and the exterior wall maintained. This space presents a future opportunity for capital investment to repurpose either as increased footprint for the café lease or for other community benefit.

### **Configuration:**

Consideration must be given to the requirements of the adjoining playground park and beach users.

The renewed toilets should be positioned adjacent to the playground with appropriate signage visible on the old building's façade indicating the toilet's location.

As a minimum the renewed toilet should comprise

- One unisex all abilities unisex cubicle including baby change table.
- Two ambulant unisex cubicles.

**Estimated Cost:**

The 2025 building valuation values the renewal replacement cost of the Princess Park toilets as \$180,000 when considering the economic obsolescence of the current offering. That is to say a smaller offering is valued for the renewal investment. The estimated cost is based on a prefabricated option that can be dropped into place behind the existing building's façade.

When considering costs to maintain the façade of the existing building and site preparation, \$250,000 should be allowed. More budget would be required if an architecturally designed bespoke offering is preferred by the community.

### 8.2.5 Royal Park Public Toilets

**Proposal:**

The replacement of the existing toilets is to be in accordance with the adopted Caravan Parks Master Plan for Royal Park. The public toilets are to remain co-located and upgraded in conjunction with the Royal Park northern caravan park amenities block renewal.

**Supporting Information:**

Royal Park public toilets are co-located with the caravan park amenities block and consist of two very basic unisex toilets. The toilets are difficult to find unless the user is familiar with the park and are quite isolated out of camping season.

The toilet is situated within 60 metres of the promenade shared path and within 250 metres of the Springs beach car park.

**Configuration:**

As a minimum the toilets should comprise:

- One all abilities unisex cubicle and,
- One unisex ambulant cubicle

It is recommended that the toilets are co-located with the renewed caravan park amenities block (in accordance with the Royal Park Master Plan) which is proposed to be located closer to the Point Lonsdale Road. Good application of CPTED principles will contribute to safer 24-hour access.

## **8.3 Proposed Capital Works – New Toilets**

### **8.3.1 Point Lonsdale Beach – Northern End Opposite Loch Street**

Users of the northern end of Point Lonsdale beach, playground equipment and the barbeque facilities located opposite Loch Street have to walk 500 metres to the Point Lonsdale Foreshore Toilets or 700 metres to Royal Park toilets.

Following the installation of the barbeque facilities as part of the Point Lonsdale Foreshore Revitalisation the number of people using this area, including young families, increased. The way people use this area has changed from short visits to the playground to extended visits utilizing the barbeque and table facilities. Community demand for a toilet has increased over a number of years since the revitalization project was completed. In early 2025 over the summer period Council provided a temporary accessible toilet to assess the use. For the period between 11 February 2025 and 2 May 2025, 2068 visits were recorded (adjusted for cleaning visits). The average number of visits per week peaked between 8/3/2025 and 21/3/2025 maintaining an average of 26 visits per day (when adjusted for cleaning visits).

The estimated cost of a single unisex all abilities cubicle at this location is estimated to cost \$150,000 without consideration to cultural heritage considerations.

However, noting the importance of ensuring financial sustainability, it is thought that peak demand for this site is during the warmer fine weather months conducive to outdoor dining. Managing demand at this site has the potential to lend itself to a 'non asset' solution. This should be considered when considering a business case for a new asset at this location.

### 8.3.2 Dog Beach Carpark

Dog beach is located midway between Queenscliffe and Point Lonsdale, about 1.5 kilometres from each town and from public toilet facilities.

Similarly to the site opposite Loch Street, users of the walking track and dog beach have advocated for a toilet at this location over recent years.

The dog beach site differs from the site opposite Loch Street in that the activities participated in at dog beach are typically of shorter duration compared to Loch Street. Dog walkers will either walk from nearby homes or drive to the beach for dog exercise which is unlikely to exceed 30 - 45mins. Walkers of the rail trail have a toilet 700metres to the west of dog beach that walkers would either encounter on the walking trail before dog beach or a short 7-minute walk after dog beach depending on the direction of travel. It was noted that the nearest toilet location is not currently signed at dog beach.

Council provided a temporary accessible toilet to assess the use at this site over the same period that one was provided at the site opposite Loch Street. For the period between 11 February 2025 and 2 May 2025, 1334 visits were recorded (adjusted for the cleaning visits). The average number of visits per week peaked between 8/3/2025 and 14/3/25 with an average of 12 visits per day (when adjusted for cleaning visits).

A toilet in the carpark at this location is a lower priority than the Point Lonsdale Beach – Northern end opposite Loch Street.

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.

*The Strategy recommends:*

*Action 4 To include the list of renewal and upgrade requirements within Council's 10 year Financial Plan*

*Action 5 To review areas where toilet direction signage will assist in improving the provision of public toilets.*

*Action 6 To consider non-asset solutions when developing business cases for new toilet assets.*

## 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 provides comments against each criteria noting opportunities for improvements that were 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

#### Queenscliffe Hub (Wirrng Wirrng)

This toilet is currently accessible during the Visitor Information Centre's hours of operation. Council has received feedback regarding the absence of a 24hr toilet accessibility in Hesse Street. It is recommended that Council consider the feasibility of the addition of simple building modifications such as the addition of movable partitions to enable 24hr access to the toilets.

#### Point Lonsdale Back Beach toilets

The steel door frames have corroded and need replacing. Also, on the east side of the toilet there is a low wall that sand blows over into the toilet entrance and so extension of this wall is advisable to prevent sand build up



### **Jordan Reserve**

Has floors that are difficult to clean and no hot water access for cleaners. Attending to these two items would assist the cleaners to maintain this busy toilet. This issue is shared with a number of the public toilets.



### **Queenscliff Recreation Reserve**

Although this is a relatively new facility there is no access to a water tap for cleaners and so this is considered a high priority to attend to.



### **Victoria Park, Santa Casa and Ganes Reserve**

These public toilets are all obscured by large bushy trees out front of the toilets. These should be trimmed up for safety and visibility of the toilet.



The Strategy recommends:

*Action 7 – That minor improvement works identified in the Performance Score Sheets be undertaken to lift the performance of the toilets.*



## 9.2 Nighttime Lighting

All Borough of Queenscliffe toilets are open all night apart for the toilets within the Queenscliffe Hub (Wirring Wirring) in Hesse Street. 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 south side of Citizens Park Toilet, access paths to Santa Casa Beach Toilet (lighting not working), external lighting Ganes Reserve Toilet, and Light House Reserve Toilet and Gas Works Skate Park Toilets have no lighting, external lighting.

The Strategy recommends:

*Action 8 – That the lighting be improved at the public toilets identified unless the toilet is listed for upgrading in the capital works section.*

## 10 Signage

### 10.1 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 locate the nearest toilet is essential.

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.

Toilet signage should be considered within the Borough's proposed wayfinding signage review (2025/26) and be delivered in style consistent with the outcomes of the wayfinding signage review.



## 10.2 Signage on Public Toilets



Stand-alone public toilets, unless easily identified as a public toilet, and pavilion type public toilet colocated 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. A standardised approach should be considered within the Borough's proposed wayfinding signage review.

## 10.3 Signage Standards

The following public toilet signage matters should be addressed when considering a standardised approach to wayfinding signage:

- 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 (in metres and minutes) as well as directional guidance.

The Strategy recommends:

*Action 9 – In consultation with the community as part of the Borough's proposed wayfinding signage review,*

# 11 Design considerations

## 11.1 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 (2021) - Design for Access and Mobility is the starting point to provide accessibility to all. Council recognises the need for stakeholder engagement through the design process for new and major upgrades of assets.

Different accessibility levels can be described as:

### Ambulant

Ambulant toilets are designed for people with ambulant disabilities who do not require the extra space provided in Accessible cubicles (for example, people with arthritis, multiple sclerosis or who use walking frames). Ambulant cubicles include grab rails and have slightly wider door openings than standard cubicles. They are primarily for people who do not require the use of a wheelchair

### Accessible

Accessible toilets are designed to provide enough space for wheelchair access and assistance. They include features such as lower mirrors and washbasins, grab rails and wider door openings.

### Changing Places

Changing Places are toilets specifically designed for people with severe and profound disability whose high support needs mean they cannot use or access the toilet independently. They have more space than Accessible toilets and have extra features such as a height adjustable adult-change table, tracking hoist system, privacy screen and a centrally located peninsula toilet.

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). Currently there are no Changing Place facilities available in the Borough.

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.
- Non-compliant toilets remain non accessible until such time as they are replaced or upgraded.
- Seek funding for the construction of a Changing Place facility at the Weeroona Parade public Toilet location.

*The Strategy recommends:*

*Action 10 - 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. Ensure when renewing or upgrading an existing toilet it be made compliant*
- 4. Seek funding for a Changing Places facility to be installed at Weeroona Parade*

## 11.2 Distance between Public Toilets

### 11.2.1 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 must walk more than 250 metres to a public toilet. The Manningham Public Toilet Plan 2021 seeks to achieve a maximum toilet spacing 3.0km on linear trails. The city of Port Phillip Public Toilet Plan 2013-2023 aims to achieve a 350m gap within high visitation area, a 500m gap between activity and recreation areas and a 1000m gap in low footfall areas. Latrobe City Council's public toilet Strategy 2006 adopts a spacing of 1000 metres in the city centres so that no person must walk more than 500 metres to a public toilet.

**Appendix 1** - contains maps showing the locations of the current Public Toilets and has circles of 400 metres radius drawn around each toilet showing the coverage of the existing public toilets.

The Borough provides toilets within 400m of all commercial, high visitation areas and foreshore beach accesses apart from the Dog Beach access point within the Narrows and a 300m length of foreshore to the north of Point Lonsdale's front beach.

## 11.3 Universal Design Principles

Universal Design Principles aim to create environments and services that are accessible and usable by everyone, regardless of age, ability or status in life. The 7 principles are:

- **Equitable Use:**

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

- **Flexibility in Use:**

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

- **Simple and Intuitive Use:**

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

- **Perceptible information:**

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

- **Tolerance for Error:**

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

- **Low Physical Effort:**

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

- **Size and Space for Approach and Use:**

Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

#### 11.4 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 considers the relationship between the physical environment and the users of that environment.<sup>1</sup>

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.

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:

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<sup>1</sup> Victoria Police Website Site – Community Safety – Crime Prevention Through Environmental Design - 2011

- **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 lead to good image and discourages vandalism and other unsocial activities.

*The Strategy recommends:*

*Action 11 – Borough of Queenscliffe continue the practice of applying the design principles of Universal Design CPTED (Crime Prevention Through Environmental Design) in the provision of toilets.*

## 11.5 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
- Soap dispensers
- Mirror

Consideration should be given to including dryers in all existing (retrofitting) and future upgraded and new public amenities. Hand dryers are considered better than paper towel as the towelling becomes a litter issue and often blows around the toilets.

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 12- Include installation of hand dryers with all new and renewal projects where practicably possible.*

## 11.6 Environmental Sustainability

Public toilets, like all council buildings, need to contribute 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 13- That all new, renewed and upgraded public toilets incorporate sustainability principles of water and energy conservation and materials recyclability.*



## 12 Asset Management - Guidelines for Renewal, Upgrade, Remove and New

Management of the network of Public Toilet assets including the renewal, upgrade, disposal and construction of new assets must be done in consideration of Council's Building Asset Management Plan and CP001 Asset Management Policy.

A key objective of Council's Asset Management Policy is to ensure funding the renewal of existing assets is achieved before the funding of discretionary new and upgraded works.

Council's Building Asset Management Plan acknowledges non-asset solutions should be considered alongside renewal, new and upgraded options when considering demand management.

### 12.1 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 suited 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.

### 12.2 Renewal Priorities

The priority for the renewal of existing buildings is determined by independent inspections to assess relative conditions 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 formed part of this 2015-2025 Public Toilet Strategy.

### 12.3 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 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.

#### **12.4 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.

#### **12.5 Non-asset solutions**

When considering service demand, the demand drivers should be understood to assist in determining the most effective and efficient method of service delivery. Community assets essentially exist only to deliver or support services provided to the community. In some cases, however, demand for service can be met without investing in assets. Non-asset solutions can become the most cost-effective option, particularly for intermittent service delivery or management of seasonal demand peaks.

#### **12.6 New Public Toilets**

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

## 12.7 Demand for New Public Toilets

The creation of new assets commits council to costs that are incurred over the life of the asset including operational costs, maintenance cost, and renewal costs.

The Borough of Queenscliffe has negligible growth meaning income growth is also limited. The financial sustainability of the Borough relies on maintaining a network of assets that can be managed within the Borough's means.

When building any new attraction or activity within the Borough it must be recognized that there is a potential to create demand for public toilet service. It is important to consider this potentially adverse outcome at the time of inception of all capital works projects that may encourage increased visitation or utilization of an area.

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 a formal project business case must be developed and considered. A business case for a new toilet must consider and assess:

- The demand for service.
- The total lifecycle cost of a new asset to fulfill the identified demand, including all annual operating costs.
- The long-term impact of the lifecycle costs on Council's strategy to fund the asset renewal of the entire network of building assets.
- Options that may exist to meet the service demand with non-asset solutions.

## 13 Five Year Capital Works Plan

### 13.1 Budget Allocation

The Five-Year Capital Works Plan proposed by this strategy is an indicative program of renewal projects that should be used to guide the council in its deliberation in allocating funds, for seeking additional funding from external sources, or combining projects to offset costs.

*The Five-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.*

### 13.2 Five Year Plan

The priority works proposed to be undertaken in the five-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.

#### Five Year Capital Works Renewal and New Plan

Year	Toilet Name	Proposed Works	Estimated Cost	Notes
1 (25/26)	Point Lonsdale Light- House Reserve	Demolish existing toilet and build three new stand-alone cubicle toilets on former site	\$250,000	Include in Point Lonsdale Light Reserve Masterplan
1 (25/26)	Queenscliffe Hub (Wirring Wirring)	The addition of movable internal partitions to enable 24hr toilet access	TBC	
2 (26/27)	Weeroona Parade	Demolish old toilets and construct new toilets with changing places facility	\$550,000	Funding application for changing places needed
3 (27/28)	Gas Works Skate Park	Prepare concept and then design new toilets Remove old toilets and construct new toilets	\$200,000	

Year	Toilet Name	Proposed Works	Estimated Cost	Notes
3 (27/28)	Royal Park	Co-location of public toilet in the renewal of the Royal Park caravan park north amenities block	TBC	The proposed renewal seeks to also co-locate game day facilities to service the oval. This project will be subject to grant funding. The timing of this project is in consideration of the caravan park amenities renewal need.
4 (28/29)	Princess Park	Prepare concept and then design new toilets Demolish existing and build new toilets	\$250,000	
5 (29-30)	Santa Casa Beach	Scope and design internal renewal of toilets	\$10,000	
5 (29-30)	Ganes Reserve	Scope and design internal renewal of toilets	\$10,000	

## 14 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 2025 – 2030 Strategy Actions		Funding Source & Indicative Costs	Action Year
<b>Section 6 – Evaluation Outcomes</b>			
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	The demand for public toilets generated by new or upgraded community assets (eg. BBQ's, recreation areas, etc) must be considered at the project inception / business case stage of the new asset's project development.		
Action 3	Consider Co-location of public toilets (with 24-hour access) to reduce the net number of community buildings when developing projects for new and upgraded buildings where there is a public toilet demand currently met by an existing public toilet nearby.		
<b>Section 8 - Capital Works</b>			
Action 4	To include the list of renewal and upgrade requirements within Council's 10-year Financial Plan		
Action 5	To review areas where toilet direction signage will assist in improving the provision of public toilets.		
Action 6	To consider non-asset solutions when developing business cases for new toilet assets.		
<b>Section 9 - Minor Works</b>			
Action 7	That minor improvement works identified in the Performance Score Sheets be undertaken to lift the performance of the toilets.		
Action 8	That the lighting be improved at the public toilets identified unless the toilet is listed for upgrading in the capital works section.		
<b>Section 10 - Signage</b>			
Action 9	In consultation with the community as part of the Borough's proposed wayfinding		

Public Toilet Strategy 2025 – 2030 Strategy Actions		Funding Source & Indicative Costs	Action Year
	signage review develop guidelines to ensure a consistent approach across the Borough.		
<b>Section 11 – Design Considerations</b>			
Action 10	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. Ensure when renewing or upgrading an existing toilet it be made compliant 4. Seek funding for a Changing Places facility to be installed at Weeroona Parade		
Action 11	Borough of Queenscliffe continue the practice of applying the design principles of Universal Design adopting the design principles of CPTED (Crime Prevention Through Environmental Design) in the provision of toilets		
Action 12	Include installation of hand dryers with all new and renewal projects where practicably possible.		
Action 13	That all new, renewed and upgraded public toilets incorporate sustainability principles of water and energy conservation and materials recyclability.		



## Appendix 1 – Maps of Public Toilets

### Queenscliff



- 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



## 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

## Appendix 2 - Performance Rating 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
<b>Physical - (Design and Fit Out)</b>					
1	Building Style - Adequacy of protection from weather		4		
2	Utilisation - User Demand		3		
3	Adequacy and Condition of fittings & fixtures for personal comforts		3		•
4	Accessibility - Suitability for people with a Disability (particularly wheel chair)		4		•
5	Sustainable design principles		2		•
<b>Physical – Location &amp; Direction</b>					
6	Proximity to other Public Toilet facilities		2		
7	Siting Convenience – proximity to user generators		3		
8	Signage - to direct people to toilet		3		
9	Signage- identification of Toilet Facility and M,F,U,D		2		
<b>Social- Safety and Security</b>					
10	Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places		5		
11	Safe Accessibility - (defined safe access and entrance clear of obstructions , no hiding places)		5		
12	Lighting Internal & External		4		
13	Anti-Social Behaviour – Graffiti, vandalism activity, sexual activity, drug use		5		
<b>Environment – Cleaning &amp; Maintenance</b>					
14	Overall standard of cleanliness and maintenance of building and fixtures at time of inspection		4		
15	Maintainable, easy for cleaners to maintain		3		
	<b>TOTAL – (Weighted Risk Scores)</b>				
	<b>PERFORMANCE SCORE (out of 5) = TOTAL/15</b>				

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 wheelchairs)	<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 &amp; 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> signed but not suitable for use for people with disabilities
5	Environmentally Sustainable Design (ESD) principles	Solar power, <u>natural light</u> , <u>water saving fixtures</u> and <u>use of recycled materials</u>	Contains three ESD <u>principles</u>	Contains just two ESD <u>principles</u>	Contains just one ESD <u>principle</u>	No ESD



No	Element	Raw Score				
		1	2	3	4	5
	PHYSICAL – Location and Direction					
6	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
7	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 generator site/s
8	Signage - direction	<u>Clear signage</u> , well located and points in direction of toilet.	<u>Clear signage</u> , points in direction of toilet <b>but</b> poorly located/ or  <u>Clear signage</u> , well located <b>but</b> does not point in direction of toilet	<u>Clear signage</u> <b>but</b> 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
9	Signage – on facility	<u>Clear signage identifying Toilet Facility and all uses</u> - M (Male), F (Female), U (Unisex) and D (Disabled)	<u>Clear signage all uses</u> - M (Male), F (Female), U (Unisex) and D (Disabled), <b>but</b> No Toilet Facility sign	<u>Incomplete signage</u> - not all M,F,U,D signed or Public Toilet signed but in good condition	<u>Incomplete signage</u> - not all M,F,U,D signed and in poor condition	No signage
	SOCIAL – Safety and Security					
10	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 other 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.
11	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
12	Lighting Internal & External	Whole facility - excellent natural light for daytime	Most of facility - excellent natural light for daytime and	Generally poor natural light but good artificial light/ <b>or</b>	Barley adequate natural light or artificial light	No natural light and no artificial light – very dark

No	Element	Raw Score				
		1	2	3	4	5
		and good artificial light for nighttime	good artificial light for nighttime	Good Natural light but poor artificial light		
13	Anti-Social Behaviour – <b>Graffiti and Vandalism, sexual activity &amp; drug use</b>	No evidence of graffiti <u>and</u> No evidence of any vandalism reported or noticed No sign of sexual activity or drug use	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
<b>ENVIRONMENT – Cleaning and Maintenance</b>						
14	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
15	Maintainable, easy for cleaners to maintain	All surfaces easy to keep clean. Hot water available	All surfaces easy to clean but no hot water	Some surfaces are difficult to maintain and need resurfacing	Very difficult to keep surfaces clean despite deep cleaning	All surfaces impossible to keep clean

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	Information from inspection
6	Can be measured off the off the Public Toilet Map
7	Information from inspection
8	Information from inspection
9	Information from inspection
10	By Inspection and viewing from all trafficable areas, but particularly from the trafficable area that is closest to the Public Toilet entrance
11	By inspection and viewing from different public areas that are trafficable by the public and who may need access to the Public Toilet
12	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 nighttime (if a particular facility is open outside of daylight hours) to be assessed at night.
13	Should be obtained from inspection, but also obtain information from cleaners for history of occurrence of graffiti & vandalism
14	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.
15	Advice from cleaners



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
<b>Physical - Fit Out</b>			
1	Building Style – Adequacy of protection from weather	4	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	3	Minor If use increases cause 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 wheelchair)	4	Major Potential non-compliance with legislation, not as convenient for person with disability to find alternate toilet
5	Environmentally Sustainable Design (ESD) principles	2	Minor
<b>Physical - Location</b>			
6	Proximity to other Public Toilet facilities	2	Negligible Some inconvenience as not have choice to go to other toilet if current toilet not operating
7	Siting Convenience – proximity to user generators	3	Moderate May not be able to get to toilet in time
8	Signage - to direct people to toilet	3	Major May cause some inconvenient, minor injury, not get to toilet mishap.
9	Signage- identification M,F,U,D	2	Minor Could confuse and enter wrong cubicles, causing some embarrassment
<b>Social - Safety and Security</b>			
10	Siting - Visibility from public places	5	Catastrophic High exposure to predator behaviour and potentially life threatening
11	Safe Accessibility (safe access & entrance)	5	Catastrophic High exposure to predator behaviour and potentially life threatening
12	Lighting Internal & External	4	Major If dark could be concealment and attack or could lead to injury requiring hospitalisation
13	Anti-Social behaviour - Vandalism	5	Catastrophic 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
<b>Environment - Maintenance</b>			
14	Overall standard of cleanliness and maintenance of building and fixtures at time of inspection	4	Major May be inconvenience and depending on the extent if not maintained adequately could lead to minor injury
15	Maintainability	3	Moderate

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

## 2025 Public Toilet Strategy Review

Table 1 - 'Performance' Rating Score Card

	Location & Open Hours:	Facilities
	Public Toilet No. 1	3 Female cubicles, 3 Male cubicles, 1 Unisex disabled cubicle & 2 showers

No	Element	Raw Score	Risk Weight	Wtd Score	Features /Observations
<b>Physical - (Design and Fit Out)</b>					
1	Building Style - Adequacy of protection from weather, appearance of building	2	4	3	Design easily identified as toilet, all protected from weather, age of building about 15- 20 years old.
2	Utilisation - User Demand, caapacity of facility	4	3	4	Recently upgraded boat ramp means fascility is busy most weekends and also during the week when fishing is good
3	Adequacy and Condition of fittings & fixtures for personal comforts	2	3	3	Quiet adequate but condition can be poor due to volume and type of users (fisherpeople)
4	Accessibility - Suitability for people with a Disability (particularly wheel chair)	2	4	3	Plenty of space and some railings but not fully compliant
5	Sustainable design of structure - natural lighting, solar, water use, recycled materials	4	2	3	Good ventilation, natural lighting poor, no water saving, solar or recycled material
<b>Physical – Location &amp; Direction</b>					
6	Proximity to other Public Toilet facilities	3	2	3	400m
7	Siting Convenience – proximity to user generators	1	3	1	At major boat ramp
8	Signage - to direct people to toilet	5	3	4	No directional signage
9	Signage- identification of Toilet Facility and M,F,U,D	2	2	2	Yes but on the small side
<b>Social- Safety and Security</b>					
10	Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places	2	5	3	Direct access onto carpark
11	Safe Accessibility - (defined safe access, entrance clear of obstructions , no hiding spots)	1	5	1	Well defined access
12	Lighting Internal & External for night time	1	4	1	Very good lighting and car park well lit
13	Anti-Social Behaviour – Graffiti, vandalism, drugs and sexual activity	1	5	1	No signs of anti social behaviour
<b>Environment – Cleaning &amp; Maintenance</b>					
14	Overall standard of cleanliness and maintenance of building and fixtures (in working order)at time of inspection	2	4	3	Kept in good condition, considering amoun t of use, access tio hot weater would help
15	Mainatable, easy for cleaners to maintain	4	3	4	Floors require resurfacing/tiling
<b>TOTAL – (Weighted Risk Scores)</b>				<b>39</b>	
<b>TOTAL/15</b>				<b>2.6</b>	

## 2025 Public Toilet Strategy Review

Table 1 - 'Performance' Rating Score Card

	<p><b>Public Toilet No. 2</b> Hesse Street Visitor Centre Hesse St, Queenscliff Office hour access</p>	<p><b>Description &amp; Location &amp; Open Hours:</b></p> <p>4 Unisex cubicles, 1 Male ambulant cubicle, 1 female ambulant cubicle, 1 Unisex disabled cubicle.</p>
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No	Element	Raw Score	Risk Weight	Wtd Score	Features /Observations
<b>Physical - (Design and Fit Out)</b>					
1	Building Style - Adequacy of protection from weather, appearance of building	1	4	1	Toilets are discretely part of new visitor centre/library and easily identified as toilets and all internal. Very modern (2 year old) and functional
2	Utilisation - User Demand, caapacity of facility	5	3	4	Is the only public toilet in the main street and gets constant use all week during office hours
3	Adequacy and Condition of fittings & fixtures for personal comforts	1	3	1	Excellent new facilities
4	Accessibility - Suitability for people with a Disability (particularly wheel chair)	1	4	1	New facility and compliant, has dedicated disabled access
5	Sustainable design of structure - natural lighting, solar, water use, recycled materials	2	2	2	Good natural light, dual flush, no recycled material
<b>Physical - Location &amp; Direction</b>					
6	Proximity to other Public Toilet facilities	3	2	3	350m
7	Siting Convenience - proximity to user generators	1	3	1	Central to main Queenscliff shops
8	Signage - to direct people to toilet	1	3	1	Clear signage on street
9	Signage- identification of Toilet Facility and M,F,U,D	1	2	1	Unisex and well signed
<b>Social- Safety and Security</b>					
10	Siting Safety - Building location, Orientation and Cubicle Doors - visibility from public places	1	5	1	Only accessible hthrough building
11	Safe Accessibility - (defined safe access, entrance clear of obstructions , no hiding spots)	1	5	1	No concealment places, just long corridor
12	Lighting Internal & External for night time	1	4	1	Lighting excellent, not open at night
13	Anti-Social Behaviour - Graffiti, vandalism, drugs and sexual activity	1	5	1	No signs of as behaviour
<b>Environment - Cleaning &amp; Maintenance</b>					
14	Overall standard of cleanliness and maintenance of building and fixtures (in working order)at time of inspection	1	4	1	Kept in good condition considering high level of use
15	Mainatable, easy for cleaners to maintain	2	3	3	Tiles hard to clean and sometimes slippery
	<b>TOTAL - (Weighted Risk Scores)</b>			<b>23</b>	
	<b>PERFORMANCE SCORE (out of 5) = TOTAL/15</b>			<b>1.5</b>	

## 2025 Public Toilet Strategy Review

Table 1 - 'Performance' Rating Score Card

	<b>Public Toilet No. 3</b> Citizens Park Gellibrand St, Queenscliff 24 hour access	<b>Description &amp; Location &amp; Open Hours:</b>
		2 Female cubicles (1 disabled), 1 Male cubicle disabled, 1 urinal

No	Element	Raw Score	Risk Weight	Wtd Score	Features /Observations
<b>Physical - (Design and Fit Out)</b>					
1	Building Style - Adequacy of protection from weather, appearance of building	2	4	3	Design easily identified as toilet, all protected from weather, age of building about 15- 20 years old.
2	Utilisation - User Demand, capacity of facility	2.5	3	3	Is busy during summer and weekends due to people in the park and close to main street
3	Adequacy and Condition of fittings & fixtures for personal comforts	2	3	3	Well maintained and all facilities except baby change
4	Accessibility - Suitability for people with a Disability (particularly wheel chair)	2	4	1	Has disabled access, cubicle have space and appears compliant. No change table
5	Sustainable design of structure - natural lighting, solar, water use, recycled materials	3	2	3	Good ventilation, natural lighting with skylight, no water saving, solar or recycled material
<b>Physical – Location &amp; Direction</b>					
6	Proximity to other Public Toilet facilities	3	2	3	350m
7	Siting Convenience – proximity to user generators	1	3	1	Located central in park also close to main street
8	Signage - to direct people to toilet	5	3	4	No signage
9	Signage- identification of Toilet Facility and M,F,U,D	2	2	2	Yes but on the small side
<b>Social- Safety and Security</b>					
10	Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places	3	5	4	Entrances a fair way from road and housing
11	Safe Accessibility - (defined safe access, entrance clear of obstructions , no hiding spots)	2	5	3	No concealment places except wind barriers
12	Lighting Internal & External for night time	3	4	4	Lighting good at building but surrounds /approaches are dark
13	Anti-Social Behaviour – Graffiti, vandalism, drugs and sexual activity	1	5	1	No evidence of as behaviour
<b>Environment – Cleaning &amp; Maintenance</b>					
14	Overall standard of cleanliness and maintenance of building and fixtures (in working order)at time of inspection	3	4	4	Very clean but birds can be an issue in season (need false roof to cover rafters). Heavy rain can cause washing gravel onto floors
15	Maintainable, easy for cleaners to maintain	2	3	3	False roof required to keep bird issue at bay
	<b>TOTAL – (Weighted Risk Scores)</b>			<b>42</b>	
	<b>PERFORMANCE SCORE (out of 5) = TOTAL/15</b>			<b>2.8</b>	

## 2025 Public Toilet Strategy Review

**Table 1 - 'Performance' Rating Score Card**

	<b>Public Toilet No. 4</b> Santa Casa Beach Henry St, Queenscliff 24 hour access but night time not advisable	<b>Description &amp; Location &amp; Open Hours:</b>
		1 unisex cubicle disabled, 1 external shower

No	Element	Raw Score	Risk Weight	Wtd Score	Features /Observations
<b>Physical - (Design and Fit Out)</b>					
1	Building Style - Adequacy of protection from weather, appearance of building	3	4	4	Design not easily identified as toilet (little obscure) , all protected from weather (except shower), age of building about 15- 20 years old.
2	Utilisation - User Demand, caapacity of facility	2	3	3	Mainly just summer when surf club operating, some walkers during rest of the year but not well signed
3	Adequacy and Condition of fittings & fixtures for personal comforts	2	3	3	Well maintained and all facilities except baby change
4	Accessibility - Suitability for people with a Disability (particularly wheel chair)	2	4	3	Has disabled access, cubicle has space and appears compliant.
5	Sustainable design of structure - natural lighting, solar, water use, recycled materials	2	2	2	Good ventilation, natural lighting not great, dual flush water saving, no solar or recycled material
<b>Physical – Location &amp; Direction</b>					
6	Proximity to other Public Toilet facilities	4	2	3	900m
7	Siting Convenience – proximity to user generators	2	3	3	Located < 100m from beach and car park
8	Signage - to direct people to toilet	5	3	4	No signage
9	Signage- identification of Toilet Facility and M,F,U,D	2	2	2	OK but small/hard to see
<b>Social- Safety and Security</b>					
10	Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places	4	5	5	Very isolated and not visible from public places except walking path
11	Safe Accessibility - (defined safe access, entrance clear of obstructions , no hiding spots)	3	5	4	Has concealemtn spots
12	Lighting Internal & External for night time	4	4	4	No lighting in car park on access pats and lights not working on building
13	Anti-Social Behaviour – Graffiti, vandalism, drugs and sexual activity	3	5	4	Graffiti evident
<b>Environment – Cleaning &amp; Maintenance</b>					
14	Overall standard of cleanliness and maintenance of building and fixtures (in working order)at time of inspection	2	4	3	Shower hard to clean with sand blown in
15	Mainatable, easy for cleaners to maintain	2	3	3	Wall surfaces not easy to maintain
<b>TOTAL – (Weighted Risk Scores)</b>				<b>50</b>	
<b>PERFORMANCE SCORE (out of 5) = TOTAL/15</b>				<b>3.3</b>	

## 2025 Public Toilet Strategy Review

Table 1 - 'Performance' Rating Score Card

	<b>Public Toilet No. 5</b> Victoria Park King St, Queenscliff 24 hour access	<b>Description &amp; Location &amp; Open Hours:</b>  1 unisex cubicle disabled and internal shower
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No	Element	Raw Score	Risk Weight	Wtd Score	Features /Observations
<b>Physical - (Design and Fit Out)</b>					
1	Building Style - Adequacy of protection from weather, appearance of building	2	4	3	Design easily identified as toilet, all protected from weather, some confusion with joint caravan park facility, age of building about 15- 20 years old.
2	Utilisation - User Demand, caapacity of facility	2	3	3	On main road in but mainly traffic walking by or through park
3	Adequacy and Condition of fittings & fixtures for personal comforts	1	3	1	Well maintained and all facilities
4	Accessibility - Suitability for people with a Disability (particularly wheel chair)	2	4	3	Has disabled access, cubicle has space and appears compliant. No change table
5	Sustainable design of structure - natural lighting, solar, water use, recycled materials	3	2	3	Poor ventilation, natural lighting not great, dual flush water saving, no solar or recycled material
<b>Physical – Location &amp; Direction</b>					
6	Proximity to other Public Toilet facilities	3	2	3	300m
7	Siting Convenience – proximity to user generators	2	3	3	OK close to park and road but not big generators
8	Signage - to direct people to toilet	5	3	4	No signage
9	Signage- identification of Toilet Facility and M,F,U,D	2	2	2	OK but small
<b>Social- Safety and Security</b>					
10	Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places	3	5	4	Opens to road but trees obscure
11	Safe Accessibility - (defined safe access, entrance clear of obstructions , no hiding spots)	3	4	4	Front panels conceal entry
12	Lighting Internal & External for night time	3	4	4	Internal and building well lit but surrounds and road not well lit
13	Anti-Social Behaviour – Graffiti, vandalism, drugs and sexual activity	1	5	1	No evidence of as behaviour
<b>Environment – Cleaning &amp; Maintenance</b>					
14	Overall standard of cleanliness and maintenance of building and fixtures (in working order)at time of inspection	2	4	3	Frequency of floor cleaning needs deep clean
15	Mainatable, easy for cleaners to maintain	2	3	3	Deep clean floor
	<b>TOTAL – (Weighted Risk Scores)</b>			<b>44</b>	
	<b>PERFORMANCE SCORE (out of 5) = TOTAL/15</b>			<b>2.9</b>	

## 2025 Public Toilet Strategy Review

Table 1 - 'Performance' Rating Score Card

	<p><b>Public Toilet No. 6</b> Princess Park Tobin Drive, Queenscliff 24 hour access</p>	<p><b>Description &amp; Location &amp; Open Hours:</b></p> <p>1 female disabled, 5 female cubicle , 2 female showers , 1 male disabled, 4 male cubicle and 1 large urinal, 3 male showers</p>
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No	Element	Raw Score	Risk Weight	Wtd Score	Features /Observations
<b>Physical - (Design and Fit Out)</b>					
1	Building Style - Adequacy of protection from weather, appearance of building	4	4	4	Design identified as toilet but is quite old and dated (maybe heritage), weather protection minimal to cubicles only, age of building about 50+ years old. Some signs of structural failing (brickwork)
2	Utilisation - User Demand, capacity of facility	4	3	4	Heavy use over summer due to park, playground, café and beach but less in off season
3	Adequacy and Condition of fittings & fixtures for personal comforts	5	3	4	Condition of facilities is very old and not well maintained
4	Accessibility - Suitability for people with a Disability (particularly wheel chair)	4	4	4	Disabled facilities very poor, not width or railings, not to standard
5	Sustainable design of structure - natural lighting, solar, water use, recycled materials	4	2	3	Good light except in cubicles and good ventilation but no dual flush, or recycled material
<b>Physical – Location &amp; Direction</b>					
6	Proximity to other Public Toilet facilities	3	2	3	250m
7	Siting Convenience – proximity to user generators	1	3	1	Located at generator site
8	Signage - to direct people to toilet	5	3	4	No signage
9	Signage- identification of Toilet Facility and M,F,U,D	4	2	3	Very old and not clear
<b>Social- Safety and Security</b>					
10	Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places	4	5	5	Entrances on sides and not clearly visible, remote from road/housing but visible from café and playground
11	Safe Accessibility - (defined safe access, entrance clear of obstructions , no hiding spots)	5	5	5	Toilets have numerous concealment spaces
12	Lighting Internal & External for night time	2	4	3	Lighting very good except inside cubicles
13	Anti-Social Behaviour – Graffiti, vandalism, drugs and sexual activity	1	5	1	No evidence of as behaviour
<b>Environment – Cleaning &amp; Maintenance</b>					
14	Overall standard of cleanliness and maintenance of building and fixtures (in working order)at time of inspection	4	4	4	Level of cleaning needs improvement, no soap or paper towel
15	Maintainable, easy for cleaners to maintain	4	3	4	Fixtures all very old
	<b>TOTAL – (Weighted Risk Scores)</b>			<b>52</b>	
	<b>PERFORMANCE SCORE (out of 5) = TOTAL/15</b>			<b>3.5</b>	



## 2025 Public Toilet Strategy Review

Table 1 - 'Performance' Rating Score Card

	<p><b>Public Toilet No. 7</b> Weeroona Parade Weeroona Parade, Queenscliff 24 hour access</p>	<p><b>Description &amp; Location &amp; Open Hours:</b> 5 female cubicles one being marked disabled , 3 male cubicles one being marked disabled and 1 urinal. Large male and female change area</p>
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No	Element	Raw Score	Risk Weight	Wtd Score	Features /Observations
<b>Physical - (Design and Fit Out)</b>					
1	Building Style - Adequacy of protection from weather, appearance of building	3.5	4	4	Design identified as toilet but is quite old and dated, weather protection to cubicles and wash basins only, age of building about 50+ years old. Some signs of structural failing (brickwork bracing)
2	Utilisation - User Demand, capacity of facility	4	3	4	Heavy use over summer, as close to ferry traffic, beach, pier and easy access for buses. Still reasonable use off season
3	Adequacy and Condition of fittings & fixtures for personal comforts	4	3	4	Facilities are old and reasonable but gets heavy use
4	Accessibility - Suitability for people with a Disability (particularly wheel chair)	5	4	5	Signer for disability but has standard size cubicle with no room or fixtures for disabled
5	Sustainable design of structure - natural lighting, solar, water use, recycled materials	4	2	3	Ventilation is good but internal lighting poor and single flush and no recycled material
<b>Physical – Location &amp; Direction</b>					
6	Proximity to other Public Toilet facilities	3	2	3	250m
7	Siting Convenience – proximity to user generators	1	3	1	Located at bus parking, beach access and pier and ferry
8	Signage - to direct people to toilet	5	3	4	No signage
9	Signage- identification of Toilet Facility and M,F,U,D	3	2	3	Signage but not very clear
<b>Social- Safety and Security</b>					
10	Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places	2	5	3	Entrance visible from carpark, but remote from housing
11	Safe Accessibility - (defined safe access, entrance clear of obstructions , no hiding spots)	5	5	5	Lots of concealment spots
12	Lighting Internal & External for night time	4	4	4	Lighting generally good but surrounds (road )is very poor
13	Anti-Social Behaviour – Graffiti, vandalism, drugs and sexual activity	3	5	4	Some graffiti and damage to fixtures
<b>Environment – Cleaning &amp; Maintenance</b>					
14	Overall standard of cleanliness and maintenance of building and fixtures (in working order)at time of inspection	3	4	4	Facilities old and need replacement such as floor
15	Maintainable, easy for cleaners to maintain	5	3	4	Cleaners say its impossible to clean floors and stop smell
	<b>TOTAL – (Weighted Risk Scores)</b>			<b>55</b>	
	<b>PERFORMANCE SCORE (out of 5) = TOTAL/15</b>			<b>3.7</b>	

## 2025 Public Toilet Strategy Review

Table 1 - 'Performance' Rating Score Card

	<b>Public Toilet No. 8</b> Queenscliff Recreation Reserve Hesse Street, Queenscliff 24 hour access	<b>Description &amp; Location &amp; Open Hours:</b> 1 unisex disabled toilet compliant, 3 unisex cubicle, external shower
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No	Element	Raw Score	Risk Weight	Wtd Score	Features /Observations
<b>Physical - (Design and Fit Out)</b>					
1	Building Style - Adequacy of protection from weather, appearance of building	1	4	1	Toilets are new and easily identified as toilets. Very modern (2 year old) and functional and well protected from weather except for strong winds
2	Utilisation - User Demand, capacity of facility	4	3	4	Very popular due to ocean view car park adjacent and café and footy off season
3	Adequacy and Condition of fittings & fixtures for personal comforts	1	3	1	Excellent new facilities
4	Accessibility - Suitability for people with a Disability (particularly wheel chair)	1	4	1	New facility and compliant, has dedicated disabled access
5	Sustainable design of structure - natural lighting, solar, water use, recycled materials	2	2	2	Good ventilation and natural light, dual flush, some recycled timber material
<b>Physical – Location &amp; Direction</b>					
6	Proximity to other Public Toilet facilities	3	2	3	250m
7	Siting Convenience – proximity to user generators	1	3	1	Located at main car park, café and walk path
8	Signage - to direct people to toilet	3	3	3	Minimal could be improved
9	Signage- identification of Toilet Facility and M,F,U,D	1	2	1	New and very clear
<b>Social- Safety and Security</b>					
10	Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places	1	5	1	Well orientated, very visible from road/café/walking path
11	Safe Accessibility - (defined safe access, entrance clear of obstructions , no hiding spots)	1	5	1	Very transparent entrance to toilets
12	Lighting Internal & External for night time	1	4	1	Excellent at night and at daytime
13	Anti-Social Behaviour – Graffiti, vandalism, drugs and sexual activity	1	5	1	No evidence of as behaviour
<b>Environment – Cleaning &amp; Maintenance</b>					
14	Overall standard of cleanliness and maintenance of building and fixtures (in working order)at time of inspection	2	4	3	Need tap to be able to clean easily
15	Maintainable, easy for cleaners to maintain	4	3	4	Cleaners say exposed aggregate floor difficult to clean
	<b>TOTAL – (Weighted Risk Scores)</b>			<b>28</b>	
	<b>PERFORMANCE SCORE (out of 5) = TOTAL/15</b>			<b>1.9</b>	

## 2025 Public Toilet Strategy Review

**Table 1 - 'Performance' Rating Score Card**

	<p><b>Public Toilet No. 9</b>  Ganes Reserve  Ocean Road, Point Lonsdale  24 hour access</p>	<p><b>Description &amp; Location &amp; Open Hours:</b>  1 unisex disabled toilet, 3 female cubicles and a female shower, 2 male cubicles, 1 urinal and male shower</p>
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No	Element	Raw Score	Risk Weight	Wtd Score	Features /Observations
<b>Physical - (Design and Fit Out)</b>					
1	Building Style - Adequacy of protection from weather, appearance of building	2	4	3	Design easily identified as toilet, all protected from weather, age of building about 15- 20 years old.
2	Utilisation - User Demand, caapacity of facility	3	3	3	Heavy use over summer with surf life saving club being popular summer beach, also park adjacent, but quiet off season
3	Adequacy and Condition of fittings & fixtures for personal comforts	2	3	3	Facilities are good and in reasonable condition, no hot water
4	Accessibility - Suitability for people with a Disability (particularly wheel chair)	2	4	3	Good disabled access, change tables but not fully compliant
5	Sustainable design of structure - natural lighting, solar, water use, recycled materials	4	2	3	Has good skylight/natural light, no water saving and no recycled material, ventilation average
<b>Physical – Location &amp; Direction</b>					
6	Proximity to other Public Toilet facilities	3	2	3	250m
7	Siting Convenience – proximity to user generators	2	3	3	At park and access /car park to beach
8	Signage - to direct people to toilet	2	3	3	Clear sign at front of building but not up street
9	Signage- identification of Toilet Facility and M,F,U,D	2	2	2	Signage small and only symbol
<b>Social- Safety and Security</b>					
10	Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places	3	5	4	Remote from public except road which has low volumes, faces out onto road
11	Safe Accessibility - (defined safe access, entrance clear of obstructions , no hiding spots)	2	5	3	Access is direct to road and only trees provide some screening on side of entrances, some concealment
12	Lighting Internal & External for night time	3	4	4	Generally well lit internal but external could be improved
13	Anti-Social Behaviour – Graffiti, vandalism, drugs and sexual activity	1	5	1	No evidence of as behaviour
<b>Environment – Cleaning &amp; Maintenance</b>					
14	Overall standard of cleanliness and maintenance of building and fixtures (in working order)at time of inspection	2	4	3	Floors hard to keep clean with unsealed access paths
15	Mainatable, easy for cleaners to maintain	4	3	4	Needs external path sealed
	<b>TOTAL – (Weighted Risk Scores)</b>			<b>45</b>	
	<b>PERFORMANCE SCORE (out of 5) = TOTAL/15</b>			<b>3.0</b>	

## 2025 Public Toilet Strategy Review

Table 1 - 'Performance' Rating Score Card

	<b>Public Toilet No. 10</b> Point Lonsdale Back Beach Ocean Road, Point Lonsdale 24 hour access	<b>Description &amp; Location &amp; Open Hours:</b>
		2 unisex disabled toilets and change seats

No	Element	Raw Score	Risk Weight	Wtd Score	Features /Observations
<b>Physical - (Design and Fit Out)</b>					
1	Building Style - Adequacy of protection from weather, appearance of building	2	4	3	Design easily identified as toilet, all protected from weather, some confusion with joint surf club facility, age of building about 10 -15 years old.
2	Utilisation - User Demand, caapacity of facility	3	3	3	Heavy use over summer with surf life saving club being popular summer beach, but quiet off season except beach walkers
3	Adequacy and Condition of fittings & fixtures for personal comforts	2	3	3	Facilities are good and in reasonable condition, no hot water
4	Accessibility - Suitability for people with a Disability (particularly wheel chair)	2	4	3	Good disabled access, change tables but not fully compliant
5	Sustainable design of structure - natural lighting, solar, water use, recycled materials	4	2	3	Has good skylight/natural light, no water saving and no recycled material, ventilation average
<b>Physical – Location &amp; Direction</b>					
6	Proximity to other Public Toilet facilities	3	2	3	250m
7	Siting Convenience – proximity to user generators	1	3	1	Located at generator
8	Signage - to direct people to toilet	3	3	3	Signage only on doors
9	Signage- identification of Toilet Facility and M,F,U,D	1	2	1	Clear
<b>Social- Safety and Security</b>					
10	Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places	3	5	5	Acess is clear and visible from path but at night extremely remote
11	Safe Accessibility - (defined safe access, entrance clear of obstructions , no hiding spots)	2	5	3	No real concealemntn locations
12	Lighting Internal & External for night time	4	4	4	Lighting of building very good but surrounds has no lighting at night
13	Anti-Social Behaviour – Graffiti, vandalism, drugs and sexual activity	1	5	1	No evidence of as behaviour
<b>Environment – Cleaning &amp; Maintenance</b>					
14	Overall standard of cleanliness and maintenance of building and fixtures (in working order)at time of inspection	2	4	3	Very good exc ept door frams rusted out
15	Mainatable, easy for cleaners to maintain	4	3	4	Sand blowing into entrnace makes it hard to clean, need side wall to prevent sand blwoing in
<b>TOTAL – (Weighted Risk Scores)</b>				<b>43</b>	
<b>PERFORMANCE SCORE (out of 5) = TOTAL/15</b>				<b>2.9</b>	

## 2025 Public Toilet Strategy Review

Table 1 - 'Performance' Rating Score Card

	<b>Public Toilet No. 11</b> Lighthouse Reserve Point Lonsdale Road, Point Lonsdale 24 hour access but night time not suitable	<b>Description &amp; Location &amp; Open Hours:</b>  1 male cubicle and urinal, two female cubicles
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No	Element	Raw Score	Risk Weight	Wtd Score	Features /Observations
<b>Physical - (Design and Fit Out)</b>					
1	Building Style - Adequacy of protection from weather, appearance of building	5	4	5	Design identified as toilet but is very old and dated (maybe heritage), weather protection none, age of building about 50+ years old. Significant signs of structural failing (brickwork & concrete & beams)
2	Utilisation - User Demand, capacity of facility	3	3	3	Popular use for lighthouse visitors year round but mainly weekends, not on main through road though
3	Adequacy and Condition of fittings & fixtures for personal comforts	5	3	4	Facilities are old, exposed to elements and in very poor condition
4	Accessibility - Suitability for people with a Disability (particularly wheel chair)	5	4	5	No disabled facility at all
5	Sustainable design of structure - natural lighting, solar, water use, recycled materials	4	2	3	Good natural light but nothing else on sustainability
<b>Physical – Location &amp; Direction</b>					
6	Proximity to other Public Toilet facilities	4	2	3	500m
7	Siting Convenience – proximity to user generators	1	3	1	Located at lighthouse and beach access
8	Signage - to direct people to toilet	5	3	4	No signage
9	Signage- identification of Toilet Facility and M,F,U,D	4	2	3	Very old, small and hand written
<b>Social- Safety and Security</b>					
10	Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places	5	5	5	Access is from rear, very poor
11	Safe Accessibility - (defined safe access, entrance clear of obstructions, no hiding spots)	5	5	5	Entrances at rear so plenty of concealment options
12	Lighting Internal & External for night time	5	4	5	No lighting
13	Anti-Social Behaviour – Graffiti, vandalism, drugs and sexual activity	4	5	5	Vandalism of fixtures
<b>Environment – Cleaning &amp; Maintenance</b>					
14	Overall standard of cleanliness and maintenance of building and fixtures (in working order) at time of inspection	5	4	5	Age and state of facility make it hard to maintain
15	Maintainable, easy for cleaners to maintain	5	3	4	Impossible to keep clean with no roof and age of facility
	<b>TOTAL – (Weighted Risk Scores)</b>			<b>60</b>	
	<b>PERFORMANCE SCORE (out of 5) = TOTAL/15</b>			<b>4.0</b>	

## 2025 Public Toilet Strategy Review

**Table 1 - 'Performance' Rating Score Card**

	<p><b>Public Toilet No. 12</b> Point Lonsdale Foreshore Point Lonsdale Road, Point Lonsdale</p>	<p><b>Description &amp; Location &amp; Open Hours:</b></p> <p>1 central unisex disabled toilet, 3 female cubicles, 1 male cubicle, 1 large urinal, male and female change area with 2 showers each</p>
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No	Element	Raw Score	Risk Weight	Wtd Score	Features /Observations
<b>Physical - (Design and Fit Out)</b>					
1	Building Style - Adequacy of protection from weather, appearance of building	1.5	4	3	Toilets are fairly new and easily identified as toilets. Modern (5- 10 year old) and functional and well protected from weather (except showers).
2	Utilisation - User Demand, capacity of facility	5	3	4	Extremely busy year round due to shops, playground and beach and walking tracks
3	Adequacy and Condition of fittings & fixtures for personal comforts	3	3	3	Has all facilities and in very reasonable condition, just heavy use
4	Accessibility - Suitability for people with a Disability (particularly wheel chair)	1	4	1	Newer facility and compliant, has dedicated disabled access
5	Sustainable design of structure - natural lighting, solar, water use, recycled materials	2	2	2	Good ventilation and natural light, dual flush, some recycled timber material
<b>Physical – Location &amp; Direction</b>					
6	Proximity to other Public Toilet facilities	4	2	3	500m
7	Siting Convenience – proximity to user generators	1	3	1	At generator
8	Signage - to direct people to toilet	1	3	1	Street sign
9	Signage- identification of Toilet Facility and M,F,U,D	2	2	2	Clear signage all users
<b>Social- Safety and Security</b>					
10	Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places	1	5	1	Excellent access to park and street and shops
11	Safe Accessibility - (defined safe access, entrance clear of obstructions , no hiding spots)	1	5	1	No real concealment opportunities as very open
12	Lighting Internal & External for night time	1	4	1	Excellent lighting day and night
13	Anti-Social Behaviour – Graffiti, vandalism, drugs and sexual activity	4	5	5	Is subject to frequent graffiti attacks
<b>Environment – Cleaning &amp; Maintenance</b>					
14	Overall standard of cleanliness and maintenance of building and fixtures (in working order)at time of inspection	2	4	3	Very clean, flusher on mens urinal not wrking
15	Maintainable, easy for cleaners to maintain	2	3	3	Asset easy to keep clean, except graffiti
	<b>TOTAL – (Weighted Risk Scores)</b>			<b>34</b>	
	<b>PERFORMANCE SCORE (out of 5) = TOTAL/15</b>			<b>2.3</b>	

## 2025 Public Toilet Strategy Review

Table 1 - 'Performance' Rating Score Card

	<b>Public Toilet No. 13</b> Gas Works Skate Park Point Lonsdale Road, Point Lonsdale 24 hour access but not suitable at night	<b>Description &amp; Location &amp; Open Hours:</b> 3 female cubicles (one disabled) 1 male cubicle disabled and 1 large urinal
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No	Element	Raw Score	Risk Weight	Wtd Score	Features /Observations
<b>Physical - (Design and Fit Out)</b>					
1	Building Style - Adequacy of protection from weather, appearance of building	4	4	4	Design not easily identified as toilet (just looks like a portable building) and is quite old and delapidated, weather protection to cubicles and wash basins, age of building about 30+ years old. Some signs of structural failing (holes in flooring)
2	Utilisation - User Demand, capacity of facility	2	3	3	Used by skate park users infrequently. Some passing users (trucks, couriers) use if they are aware of it as good parking
3	Adequacy and Condition of fittings & fixtures for personal comforts	4	3	4	Very poor fixtures, subject to frequent vandalism but in ok condition
4	Accessibility - Suitability for people with a Disability (particularly wheel chair)	4	4	4	Marked as disabled but very far from compliant with no rails and poor access and size
5	Sustainable design of structure - natural lighting, solar, water use, recycled materials	5	2	3	No ESD principles at all
<b>Physical – Location &amp; Direction</b>					
6	Proximity to other Public Toilet facilities	4	2	3	700m
7	Siting Convenience – proximity to user generators	1	3	1	At skate park and on bike path
8	Signage - to direct people to toilet	3	3	3	Sign at car park
9	Signage- identification of Toilet Facility and M,F,U,D	3	2	3	Very poor and small and hard to see. No disabled
<b>Social- Safety and Security</b>					
10	Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places	4	5	5	Poorly designed opens into dense bush and site only visible from car park not road
11	Safe Accessibility - (defined safe access, entrance clear of obstructions , no hiding spots)	4	5	5	Vegetation provide concealment opportunities
12	Lighting Internal & External for night time	5	4	5	No night lighting and day lighting poor
13	Anti-Social Behaviour – Graffiti, vandalism, drugs and sexual activity	5	5	5	Frequent graffiti and vandalism
<b>Environment – Cleaning &amp; Maintenance</b>					
14	Overall standard of cleanliness and maintenance of building and fixtures (in working order) at time of inspection	5	4	5	Age and state of fixtures make it impossible to keep clean. Holes in floor
15	Maintainable, easy for cleaners to maintain	3	3	3	Impossible to keep clean due to asset condition
	<b>TOTAL – (Weighted Risk Scores)</b>			<b>56</b>	
	<b>PERFORMANCE SCORE (out of 5) = TOTAL/15</b>			<b>3.7</b>	

## 2025 Public Toilet Strategy Review

Table 1 - 'Performance' Rating Score Card

	<b>Public Toilet No. 14</b> Royal Caravan Park Point Lonsdale Road, Point Lonsdale	<b>Description &amp; Location &amp; Open Hours:</b>
		<b>2 unisex cubicles</b>

No	Element	Raw Score	Risk Weight	Wtd Score	Features /Observations
<b>Physical - (Design and Fit Out)</b>					
1	Building Style - Adequacy of protection from weather, appearance of building	3	4	4	Design not easily identified as public toilet as at rear of joint caravan park facility, all protected from weather, age of building about 30-40 years old.
2	Utilisation - User Demand, caapacity of facility	1	3	1	Not well known or signed as a public toilet, main use in summer for beach access and sports/cricket on oval
3	Adequacy and Condition of fittings & fixtures for personal comforts	4	3	4	Basin fittings out in weather so poor and look awful
4	Accessibility - Suitability for people with a Disability (particularly wheel chair)	5	4	5	No disabled access to public toilets and disabled is locked and only available for campers
5	Sustainable design of structure - natural lighting, solar, water use, recycled materials	4	2	3	Good ventilation but no other ESD principles
<b>Physical – Location &amp; Direction</b>					
6	Proximity to other Public Toilet facilities	4	2	3	700m
7	Siting Convenience – proximity to user generators	3	3	3	Away from main promenade/beach but close to oval
8	Signage - to direct people to toilet	5	3	4	Nothing on beach path or street
9	Signage- identification of Toilet Facility and M,F,U,D	2	2	2	Written unisex, no symbol
<b>Social- Safety and Security</b>					
10	Siting Safety – Building location, Orientation and Cubicle Doors - visibility from public places	4	5	5	Is safe when campers on site (6 months) but very isolated for rest of year. Remote from road and housing
11	Safe Accessibility - (defined safe access, entrance clear of obstructions , no hiding spots)	4	5	5	Is safe when campers on site (6 months) but very isolated for rest of year. Remote from road and housing
12	Lighting Internal & External for night time	3	4	4	Building lighting good but surrounds very poor
13	Anti-Social Behaviour – Graffiti, vandalism, drugs and sexual activity	1	5	1	No as behaviour evident
<b>Environment – Cleaning &amp; Maintenance</b>					
14	Overall standard of cleanliness and maintenance of building and fixtures (in working order)at time of inspection	3	4	4	Fixtures are in very poor condition as exposed
15	Mainatable, easy for cleaners to maintain	3	3	3	Replace old fixtures
	<b>TOTAL – (Weighted Risk Scores)</b>			<b>51</b>	
	<b>PERFORMANCE SCORE (out of 5) = TOTAL/15</b>			<b>3.4</b>	





# Borough of Queenscliffe

Queenscliff & Point Lonsdale, Victoria, Australia

