Borough of Queenscliffe
Public Toilet Strategy
2015 – 2025
Executive Summary

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

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

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

Access to public toilets increases community mobility, particularly older people, parents with young children and people with mobility or medical conditions who can confidently plan outings knowing that public toilets are accessible if required.

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, safe and clean quality public toilets with compliant access and modern fittings enhances the experience of residents and visitors who enjoy the many tourist attractions and facilities offered in the Borough of Queenscliffe.

Challenges and the Way Forward

In response to higher community expectations, this Strategy establishes processes that will:

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

The Borough

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.
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.

Importantly the largest industry sector in the local Queenscliffe economy is tourism, which is highly dependent on the historic character and the amenity of both townships. Tourism generates nearly a half of all wealth into the local community and it is imperative that the tourist experience is positive when visiting the Borough. Amongst offering high standard facilities and services the Borough’s public toilets must also meet the high quality and safety demands and expectation of users.

**Toilet Facilities Provided in the Borough**

Two groups of toilet facilities are available in the Borough of Queenscliffe.

**Council Owned and Managed Public Toilets**
Provision of Council owned and managed public toilets has evolved over many years with toilets being built to meet public demand at specific times and built at various locations where demand was identified.

Currently a total of 14 public toilets are available in Queenscliff and Point Lonsdale. A number of these public toilet facilities are housed in very old buildings with older style fittings, such as Princess Park Toilets and Lighthouse Reserve Toilets, while others have more recently been refurbished or built with modern fittings such as Citizen’s Park and Hesse Street Toilet.

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

The life cycle cost (Capital Cost + Operating Costs + Refurbishment) of a three cubicle toilet (one with disability access) over a 20 year period is estimated at $466,000 in today’s costs.

These public toilets form the focus of the Public Toilet Strategy.

**Other Toilet Facilities**
This Strategy recognises the value of other council owned toilets open to the public during business hours (e.g. Municipal Offices, Library, Queenscliffe Historical Society, Sports Pavilions and others), and private toilets associated with commercial operations such as eateries and shopping complexes such as Queenscliff Harbour and others. However, as they all have restrictions of use or are not controlled by the Borough, they are not further addressed in this Strategy. However in assessing the need for a new public toilet, proximity to these toilets is considered.

**Council Owned and Managed Public Toilets**

The Borough of Queenscliffe’s public toilet facilities are located in five main precincts (Foreshore, Town Centre, Caravan Parks, Parks & Gardens & Reserves, and Specialist Activity (Boat Ramp and Skate Park), each generating different challenges and demands. In some cases the public toilet services more than one precinct. Of the 14 Public toilets:
Nine (9) are standalone

Three (3) co-located in an Amenities Block and two (2) co-located in a Surf Life Saving Clubs

Appendix 1 - contains maps showing the locations of the 14 Public Toilets

Prioritising Improvements

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

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

Each public toilet was assigned a performance score and when combined with the building asset assessments score (undertaken in 2014) the public toilets have been ranked from lowest to highest serviceability, thus establishing priority for improvement. The assessment has resulted in the following priority list.

<table>
<thead>
<tr>
<th>Priority Upgrade Order</th>
<th>Asset No.</th>
<th>Toilet Name</th>
<th>Toilet Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>11</td>
<td>Lighthouse Reserve</td>
<td>Point Lonsdale Road, Point Lonsdale</td>
</tr>
<tr>
<td>2</td>
<td>8</td>
<td>Queenscliffe Recreation Reserve</td>
<td>Hesse Street, Queenscliff</td>
</tr>
<tr>
<td>3</td>
<td>13</td>
<td>Gas Works Skate Park</td>
<td>Point Lonsdale Road, Point Lonsdale</td>
</tr>
<tr>
<td>4</td>
<td>6</td>
<td>Princess Park</td>
<td>Tobin Drive, Queenscliff</td>
</tr>
<tr>
<td>5</td>
<td>7</td>
<td>Weeroona Parade</td>
<td>Weeroona Parade, Queenscliff</td>
</tr>
<tr>
<td>6</td>
<td>12</td>
<td>Point Lonsdale Foreshore</td>
<td>Point Lonsdale Road, Point Lonsdale</td>
</tr>
<tr>
<td>7</td>
<td>9</td>
<td>Ganes Reserve</td>
<td>Ocean Road, Point Lonsdale</td>
</tr>
<tr>
<td>8</td>
<td>14</td>
<td>Royal Park</td>
<td>Point Lonsdale Road, Point Lonsdale</td>
</tr>
<tr>
<td>9</td>
<td>4</td>
<td>Santa Casa Beach</td>
<td>Henry Street, Queenscliff</td>
</tr>
<tr>
<td>10</td>
<td>1</td>
<td>JL Jordan Reserve – Boat Ramp</td>
<td>Hesse Street Extension, Queenscliff</td>
</tr>
<tr>
<td>11</td>
<td>3</td>
<td>Citizen’s Park</td>
<td>Gellibrand Street, Queenscliff</td>
</tr>
<tr>
<td>12</td>
<td>10</td>
<td>Point Lonsdale Back Beach</td>
<td>Ocean Road, Point Lonsdale</td>
</tr>
<tr>
<td>13</td>
<td>2</td>
<td>Hesse Street</td>
<td>Hesse Street, Queenscliff</td>
</tr>
<tr>
<td>14</td>
<td>5</td>
<td>Victoria Park</td>
<td>King Street, Queenscliff</td>
</tr>
</tbody>
</table>
Improvement Recommendations

Guided by the assessment data for prioritising changes in the provision and management of the Borough's public toilets, the 2015-2025 Public Toilet Strategy proposes a series of recommendations that will lead to an improvement in the performance and strategic positioning of the public toilets within budget limitations, adding to the vibrant, safe and welcoming community.

The Borough of Queenscliffe Public Toilet Strategy recommends that:

- Capital Works improvements focus on updating/replacing the older lowest serviceability public toilets before building new toilets;
- Undertaking Minor Works improvements where appropriate to lift the performance of the public toilets;
- Operational changes of frequency and standard of cleaning, and improved emergency response and maintenance be considered for main toilets in line with the precinct requirements;
- Ancillary service improvements of providing baby change facilities, bathing changing facilities, showers, nearby drinking water fountains and provision of disabled car parking spaces as close as possible to the public toilet be considered in any future upgrade/replacement or new public toilet depending upon the precinct hierarchy; and
- Signage improvements to assist locating public toilets, identifying both the toilet facility and Female, Male, Unisex and disability accessibility cubicles.

The Strategy also recommends:

- Adoption of guidelines for the design, siting and fit-outs of public toilets - being sensitive to the surrounding environment, providing accessibility for people with disabilities, the role of other strategies and master plans, the preferred distance between public toilets, incorporating Crime Prevention Through Environmental Design (CPTED) principles, configurations of public toilets, desired fittings and fixtures and incorporating environmental sustainability features.

New Public Toilets

In assessing the deployment of new public toilets within the municipality the following matters will be taken into consideration: location, proximity to other public toilets, utilisation/special requirements and alignment with this Strategy or other Strategies and/or Master Plans.

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

The Borough will not normally provide a new Public Toilet within 1000 metres of an existing public toilet (distance to walk to the nearest public toilet is 500 metres) except where in very high constant use areas where there is likely to be a concentration of people with disabilities, or the aged or children, the distance to walk is reduced to 250 metres. For new foreshore toilets the proposed location must also be within 500 metres of a beach access point.
To assist the attached map (Appendix 1) has circles of 500 metres radius drawn around each toilet showing the coverage of the existing public toilets.

**Demand for New Public Toilets**

In making a decision as to whether a request for a new toilet in a new location is justified and if it should be considered for additional capital funding the proposal must be tested against the ‘New Toilet Assessment Chart’. Refer Appendix 2 This process addresses the above criteria and through a scoring mechanism indicates whether the proposal should be supported or not. The Strategy proposes that no toilet should be considered unless a score of 20 is obtained. This process also helps establish priorities for multiple requests.
Appendix 1 – Maps of Public Toilets

QUEENSCLIFF

LEGEND

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

1. J L Jordan Reserve – Boat Ramp
   Jessie Street Extension, Queenscliff
   Open: 24 hrs

2. Horse Street
   Station Street, Queenscliff
   Open: 24 hrs

3. Citizen’s Park
   Cnr Boatyard & Cabbage Tree Sts, Queenscliff
   Open: 24 hrs

4. Santa Cruz Beach
   Marine Parade, Queenscliff
   Open: 24 hrs

5. Victoria Park Queenscliff
   Ring Street, Queenscliff
   Open: 24 hrs

6. Victorian Pde
   Tidal Drive, Queenscliff
   Open: 24 hrs

7. Warrnambool Parade
   Warrnambool Parade, Queenscliff
   Open: 24 hrs

8. Queenscliff Recreation Reserve
   Hesse St Queenscliff
   Open: 24 hrs
## Appendix 2 – New Toilet Assessment Chart

### New Toilet Assessment Chart

#### PART 1 - IS NEW TOILET WARRANTED

Does the proposed toilet meet one or more of the following:

- **If ‘Yes’ to one or more** – New Toilet to be considered
  (Establish priority by completing Part 2 and adding scores. Priority is given to those with the higher score)

- **If ‘No’ to all** – Do not consider new toilet

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is it supported by a Queenscliffe Strategy, Master Plan or this Strategy</td>
<td>(Score ‘1’ for each ‘Yes’ response to the criteria)</td>
</tr>
<tr>
<td>Is demand generated by the Strategy or Master Plan or council works that should have considered a toilet, but didn’t</td>
<td></td>
</tr>
<tr>
<td>Is expected use generated by a Queenscliffe initiative, works or program</td>
<td></td>
</tr>
<tr>
<td>Is the distance to the nearest public toilet unreasonable: (footpaths - more than 500m or 250m in special circumstances, or Shared (Ped and Cyclist) path - more than 500 metres; or Cyclist only path - more than 1500m); and For a foreshore toilet the proposed site is within 500 metres of a beach access point</td>
<td></td>
</tr>
<tr>
<td>Is the nearest toilet not compliant with siting (CPTED) and disability accessibility</td>
<td>(Max. Score 6)</td>
</tr>
<tr>
<td>Does the lack of a public toilet pose risk to safety of people through unsociable behaviour e.g. urinating in public</td>
<td></td>
</tr>
</tbody>
</table>

**SUBTOTAL (Part 1)**

#### PART 2 - ESTABLISHING PRIORITY FOR NEW TOILET – Use, Demand & Funding

<table>
<thead>
<tr>
<th>Score*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proximity - How close is the proposed toilet to other Public toilets, council internally accessed toilets, privately or other authority owned/managed toilets.</td>
</tr>
<tr>
<td>Use pattern - What is anticipated use pattern *Use the Evaluation Assessment Guide for Part 2 below to provide a score for the toilet.</td>
</tr>
<tr>
<td>No of Users - What is anticipated number of users</td>
</tr>
<tr>
<td>Type of Users - What type of users are expected</td>
</tr>
<tr>
<td>Future Demand - What are the expected future demand generators</td>
</tr>
</tbody>
</table>

**SUBTOTAL (Part 2 )** (Max. Score 25)

**Total Score (Part 1 +2)** (Max. Score 31)
<table>
<thead>
<tr>
<th>Score</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proximity to other Council, Private and/or other Authority Toilets</td>
<td>Multiple other toilets within 250m</td>
<td>One other toilet within 250 metres</td>
<td>One or more other toilets within 500 metres</td>
<td>No other toilets within 500 metres</td>
<td>No other toilets within 750 metres</td>
</tr>
<tr>
<td>Use Pattern</td>
<td>Light use with Occasional peaks</td>
<td>Low intermittent use – with heavy peak use on average one occasion per week</td>
<td>Heavy peak use on 1 to 2 days per week</td>
<td>Light regular use throughout day (with or without occasional peak use) or Heavy peak use on 1 to 4 occasions per week</td>
<td>Heavy regular use throughout day or Lighter regular use during the day with heavy regular peak use during the holiday seasons</td>
</tr>
<tr>
<td>Number of Users</td>
<td>Overall use averaging &lt;4 per hour / 8 hrs /days open</td>
<td>Overall use averaging 5 - 10 per hour / 8 hrs/ days open</td>
<td>Overall use averaging 11 - 20 per hour / 8 hrs/ days open</td>
<td>Overall use averaging 21 - 30 per hour / 8 hrs/ days open</td>
<td>Overall use averaging &gt;30 per hour / 8 hrs/ days open</td>
</tr>
<tr>
<td>Type of Users</td>
<td>General public only</td>
<td>General public with slightly higher than average content of very young, or elderly, or impaired people</td>
<td>General public with 30% mixed very young, or elderly, or impaired people</td>
<td>General Public but with 60% proportion of very young, or elderly, or impaired people</td>
<td>Predominantly very young, or elderly, or impaired people</td>
</tr>
<tr>
<td>Future Demand</td>
<td>There are no proposals known that will increase demand; or Demand is expected to decrease</td>
<td>There are long term plans that may increase demand beyond 10 years</td>
<td>The current attractions or plans, strategies, development plans will be actioned and increase demand within the next 6-10 years</td>
<td>The current attractions or plans, strategies, development plans will be actioned and increase demand within the next 2-5 years</td>
<td>The current attractions or there are immanent proposals that will increase demand within the next two years</td>
</tr>
</tbody>
</table>