

6 May 2019

# ITEM 2 PUBLIC TOILET STRATEGY 2019-2029

The Public Toilet Strategy 2019-2029 (draft) provides a strategic framework for the effective and coordinated delivery of public toilet provision across the city over the next 10 years. The strategy details the strategies and actions that will be in place to ensure public toilets address the current and future needs of the community.

The Public Toilet Strategy (draft) was informed by community views on public toilet provision through the Biennial Community Survey, the Disability Inclusion Action Plan 2016-2020 and a survey seeking community feedback on the draft public toilet principles.

Council, at its meeting on 10 December 2018, endorsed the public exhibition of the draft strategy from 12 December 2018 to 22 February 2019 (inclusive). The feedback has been considered with only two minor amendments recommended.

The Public Toilet Strategy 2019-2029 – Implementation Plan has been prepared to support the delivery of the Public Toilet Strategy.

### RECOMMENDATION

- 1 Council endorses the Public Toilet Strategy 2019-2029.
- 2 Council notes the Engagement Report, Summary of Submissions and the Public Toilet Strategy 2019-2029 Implementation Plan.

### REPORT AUTHORISATIONS

Report of:Sue Savage, Manager Community Cultural and Economic DevelopmentAuthorised by:Kerry Hunt, Director Community Services - Creative and Innovative City

### ATTACHMENTS

- 1 Public Toilet Strategy 2019-2029
- 2 Draft Public Toilet Strategy 2019-2029 Community Engagement Report
- 3 Draft Public Toilet Strategy 2019-2029 Submissions
- 4 Draft Public toilet Strategy 2019-2029 Implementation Plan

### BACKGROUND

Council is committed to creating a liveable city that provides a high quality experience for its residents and visitors. This experience is supported by providing public toilets that are well located, safe, clean, easy to find and accessible to the community.

This essential service promotes health and wellbeing and makes a practical difference to people actively enjoying our community facilities and outdoor spaces such as foreshore reserve areas, parks and playgrounds.

The Public Toilet Strategy (draft) provides the strategic framework for the effective and coordinated delivery of public toilet provision across the city over the next 10 years. The strategies and actions of the draft strategy have been informed by background research together with views obtained from Council's Community Survey, Disability Inclusion Action Plan 2016-2020 and community engagement on the draft public toilet principles.

The strategy includes five principles to guide the strategies and actions:

- 1 Availability and Distribution of Public Toilets.
- 2 Safe and Well Designed Public Toilets.
- 3 Inclusive Access to Public Toilets.

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- 4 Public Toilet Signage and Information.
- 5 Cleaning and Maintaining Public Toilet.

The strategy will be a supporting document in Council's hierarchy of plans and be reported as part of Council's annual reporting process.

The draft strategy was placed on public exhibition from 12 December 2018 to 22 February 2019 (inclusive). All comments have been considered with only two minor amendments to the document recommended.

An Implementation Plan (internal working document) has been developed in consultation with all relevant divisions across Council to support the delivery of the Public Toilet Strategy.

# PROPOSAL

This report seeks endorsement from Council to adopt the Public Toilet Strategy 2019–2029 and for Council to note the Engagement Report, Summary of Submissions and Implementation Plan.

### CONSULTATION AND COMMUNICATION

The development of the Public Toilet Strategy (draft) was informed by the results of Council's Biennial Community Survey (2010/2012/2014/2017), consultation findings from the development of the Disability Inclusion Action Plan 2016-2020 and feedback on the draft Public Toilet Principles.

Further community input was sought through the public exhibition period conducted from 12 December 2018 to 22 February 2019. As part of the public exhibition, information packs including a Frequently Asked Questions sheet and feedback forms were distributed to all libraries. Relevant documents were also made available via Council's engagement website 'Have Your Say Wollongong', emails were sent to previous engagement participants, key stakeholders, Neighbourhood Forums and the Register of Interest for Access for people with disability.

As a result of the public exhibition period a total of 17 submissions were received including nine online responses, five emails, two letters and one feedback form. Online participation included 264 unique visits to the project, 216 users viewed the project page, 105 users opened a hyperlink or read a document and nine users actively contributed by completing the feedback form.

The submissions included comments related to the following - suggested locations for additional or replacement toilets; suggestions on how to increase accessibility for people with a range of disability, including low vision or visual impairment; safety concerns around suitable lighting in and around toilets; cleaning and maintenance at current facilities and suggestions for the type of information and signage.

As part of another body of work related to the existing lift and change table at Stuart Park, feedback was sought from organisations working with people with disability. One organisation advised that they did not use the lift and change table as there was no hoist.

The submissions feedback has been considered, with only two minor amendments recommended:

- That dot point 4, P7, "Consider public toilet provisions in the preparation of open space and town centre master plans and concept plans" be changed to "Consider a **hierarchical approach** to public toilet provisions ..."
- That dot point 3, P9 "Install adult lift and change tables at district and regional facilities including Beaton Park Leisure Centre, the proposed West Dapto Leisure Centre, the proposed Warrawong Community Facility and Botanic Garden upgrade" be changed to "Install adult lift and change tables and **hoists** at district and regional facilities ..."

The Summary of Comments received as part of the Public Exhibition including the impact on the strategy is detailed in Attachment B, many of the comments provided will inform the delivery of the detailed implementation plan.

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# PLANNING AND POLICY IMPACT

This report contributes to the delivery of Our Wollongong 2028 Goal 5 "*We are a healthy community in a liveable city*". It specifically delivers on the following:

Community Strategic Plan		Community Strategic Plan	Delivery Program 2018-2021
	Goal	Strategy	
5.5	The public domain is maintained to a high standard	5.5.1 Public facilities in key locations and transport routes are maintained and clean, accessible and inviting to our community and visitors.	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities

The development of the Public Toilet Strategy was a deliverable in the 2017–2018 Annual Plan – *Develop a Public Toilet Strategy that incorporates a list of priority locations for accessible public toilets and adult change tables.* 

This strategy also takes into account two other planning projects underway, the Beach Accessibility Plan and Social Infrastructure Planning Framework.

### **RISK ASSESSMENT**

A strategy for the provision of amenities ensures that planning is coordinated, resources are allocated and community needs are met according to priority, including being safe, clean to use, easy-to-find, accessible and meet community expectations and are appropriately located.

The development and endorsement of the draft Strategy demonstrates Council's commitment to provide public facilities in key locations that are well maintained, clean and accessible and inviting to our community and visitors.

# FINANCIAL IMPLICATIONS

Unfunded actions will be considered as part of Council's annual budget planning process. Actions that are funded via current budget allocations will be included in Council's Annual Plan and Delivery Program. Council may seek external funding to help deliver actions in this strategy.

# CONCLUSION

The Public Toilet Strategy 2019–2029 will assist Council to effectively deliver public toilet provision to meet current and future community needs. The strategy provides strategies and actions that will respond to the challenges of public toilets provision for the next 10 years.



# Public Toilet Strategy 2019-2029





# Contents

- 1. Introduction: Why we need a strategy
- 1. Our key principles
- 2. Council's current supply of public toilets
- 5. Condition and function: How our public toilets perform
- 6. What our community told us
- 7. What we aim to achieve
- 12. Delivering the plan
- 12. Council's planning process
- 13. How we plan to measure

# Introduction: Why we need a strategy

Wollongong City Council is committed to creating a liveable city that provides a high quality experience for its residents and visitors. This experience is supported by providing public toilets that are well located, safe, clean, easy to find and accessible to the community.

This essential service promotes health and well-being and makes a practical difference to people actively enjoying our community

facilities and outdoor spaces such as foreshore reserve areas, parks and playgrounds.

This strategy will contribute to

meeting Our Wollongong 2028

Community Strategic Plan goal

toilets in key locations that are maintained, accessible and inviting With the Wollongong population to the community and visitors. changing and growing, this strategy has been developed to ensure public The strategy provides a strategic toilets address current and future

3

framework in the provision of public toilets across the Council area and assists with delivering effective and co-ordinated public toilet provision for the next 10 years.

'we are a healthy community in a

liveable city' by providing public

# **Our key principles**

2

5

**Cleaning and** 

Toilets

levels.

Maintaining Public

Public toilets are cleaned and

maintained to defined service

need.



### Safe and Well **Designed Public** Toilets

Public toilets are equitably The replacement, upgrade and distributed and strategically located through the replacement, upgrade and provision of new amenities and decommissioning.



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Availability and

**Distribution of** 

**Public Toilets** 

# **Public Toilet Signage**

and Information Consistent signage and information on public toilet availability and location is promoted and accessible to the community.

provision of toilet facilities incorporate Crime Prevention through Environmental Design (CPTED) and Ecologically Sustainable Design (ESD) principles.

### **Inclusive Access to Public Toilets**

Public toilets are accessible and consider the needs of different ages, abilities and cultures.

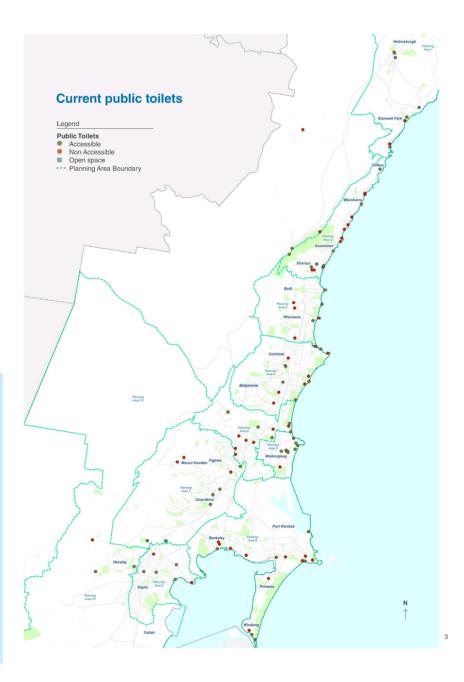
1



# Our current supply of public toilets

There are **104 Council owned public toilet facilities**, managed by either Council or a third party, available for community use shown on the map opposite.

**79%** of Council's public toilets are located within parks, tourist destinations, foreshore reserve areas, town centres, near rock pools, tennis courts, community halls, boat ramps and adjacent or within our Surf Life Saving Clubs. 13 (17%) of these are automated toilets. In open space and other key destination toilets are opened during daylight hours or 24 hours. 55% 45% open 24 hours daylight % of Council's public toilets are located in our community facilities such as libraries, swimming pools and leisure centres. Nearly all of our public toilets have accessible facilities. **61%** of public toilets are the older traditional type toilet blocks which do not meet current accessibility and safety standards. of public toilets (including automated toilets) 20% offer accessible facilities found in high use locations. 25 of these facilities are compliant with current accessibility standards and 8 are not fully compliant but were at the time they were installed.





# New upgrades

Council has progressively improved the quality of our public toilet network. In the 5 years up to June 2018, Council has spent \$9.5 million on the renewal, upgrade or creation of around 25 public toilets across the City including MacCabe Park, Stuart Park, Thiroul Beach, Towradgi Playground, Bald Hill, Nicholson Park and Pop Etrington Park.

There are plans to upgrade or build new public toilets at Austimmer Beach, Wiseman Park, Baird Park (Stanwell Park south), Dapto Ribbonwood Centre Heininger Hall and Corrimal Library.







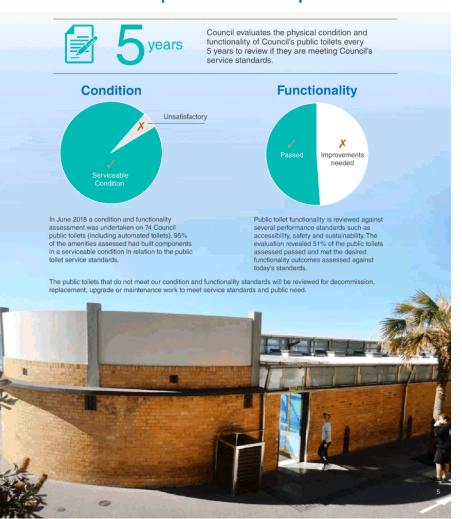




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Adult lift and change tables for people with disability have also been installed in the Stuart Park amenity and at the Western Suburbs swimming pool.

# Condition and function - How our public toilets perform





# What our community told us



### **Community Survey**

As part of Council's biennial Community Survey the community is asked about the importance of, and their satisfaction with, the maintenance and cleaning of Council public toilets.

### Cleanliness

Resident satisfaction continually rates the maintenance and cleanliness of our public toilets as 'average' in the 4 Community Surveys (2010 / 2012 / 2014 / 2017).

### Opening Hours

In the 2017 Survey the community were asked about their satisfaction with public toilet opening hours. Resident opinion on opening hours was

### 25% dissatisfied 45% neutral 30% satisfied

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# Ġ

### Disability Inclusion Action Plan

As part of the development of the Disability Inclusion Action Plan 2016-2020 people with disability, their family and friends were asked to rate public toilet provision.

 Survey was distributed via libraries, on Council's website and emailed to the Neighbourhood Forums.

 high importance but viewed this provision with low satisfaction.

### Key views were

- More clean, well-maintained and unlocked accessible toilets.
- More hoist and adult change
- tables.Information about the locations.
- Visible contact number to report issues with toilets.
- adult accessible change facilities.
   The strategy includes a list of public toilet locations, facilities and opening hours.

**Public Toilet** 

**Strategy Survey** 

As part of the development of the

asked the community to provide

Public Toilet Strategy 2019-2029 we

feedback on a set of draft principles

that would guide the Strategy. The

Public toilets should be open for

sports grounds, playgrounds,

New toilets are needed at Happy

Valley playground, East Corrimal

place relating to the provision of

open spaces and parks.

A strategic plan should be in

use during day light hours at all

What we aim to achieve

# Availability and distribution of public toilets

Council aims to provide clean and well-maintained toilets at the city's well visited locations. These areas include community facilities, beaches, open spaces that support sports fields, regional and district level playgrounds, key shopping precincts and tourist destinations.

### Strategically located:

Public toilets need to be equitably and strategically located to enable the community to conveniently access public toilets at well visited sites.

400 metres or 4 to 10 minutes walking to open space is generally considered a walkable distance. Public tollets are provided within 400m walking distance of most Council high use locations.

Emerging urban growth will require Council to review upgrading or new public toilet provision to accommodate the needs of new communities.

Public toilets located in shopping centres, restaurants, petrol stations, train stations, hotels and retail stores play an important supplementary role by providing toilets in various locations.

# Opening Hours:

A number of usage factors are considered when setting opening hours for public toilets. Different sections of the community use public toilets at different times of the day. Families and children may require public toilets servicing regional and district playgrounds during daylight hours on weekends and public holidays. Other members of the community or fourists may visit beach areas or tourist destinations on any day of the week outside daylight hours.

The opening hours of each public toilet is assessed to ensure the opening hours meet community expectation, safety and usage. Some public toilets at key locations are best opened 24 hours to enable access.

#### public West Dapto Release Area. Consider a hierarchical approach to public toilet provision in the preparation of open space and town centre masterolans and

Actions:

need.

· Review the opening hours of

Council's public toilets at high

are open to meet community

· Review public toilet need at

and beach activities.

locations that have multiple

· Consider public toilet provision

in proposed open spaces and

emerging retail centres in the

use locations i.e. beach locations

open spaces with regional and

district playground to ensure they

location attractors i.e. playgrounds

STRATEGY:

Public toilets are equitably distributed and strategically located through

the replacement, upgrade and provision of new amenities and decommissioning.

- concept plans.
   Consider the inclusion of automated public toilets or electronic opening and closing systems in toilets located in open spaces and surf clubs.
- Investigate the use of pop-up urinals in popular night time areas.

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# Safe and well designed public toilets

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Council is committed to providing safe, clean, well designed and easy to find public toilets that meet Crime Prevention through Environmental Design (CPTED) and Ecological Sustainable Development (ESD) principles.

Public toilets that are well maintained, have good lighting, are appropriately sited and where there is a sense of community ownership can help prevent crime and make people feel safe.

Some traditional older style toilet blocks do not meet current CPTED or ESD principles. Many of these toilets are poorly sited and have a history of anti-social behaviour.

Applying CPTED and ESD principles when designing facility replacement. upgrade or new public toilets will improve the functionality, safety (actual or perceived), and the appearance and user appeal of Council's public toilets.

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Coupled with using ESD and CPTED 

Investigate signage in and around principles, Council is committed to applying Universal Design (UD) principles which, through the design process, will make public toilets accessible for all.

### Actions:

· Apply CPTED, ESD principles and guidelines of Council's Sustainable Building Strategy to the public toilet work.

Consider co-locating ancillary features such as external showers at appropriate locations.

Use robust, high quality and vandal resistant materials and fixtures in all public toilet work.

Involve community in art and graffiti projects on and around public toilets at appropriate locations.

Consider in consultation with the community, the decommissioning of public toilets which do not meet ESD and CPTED principles and are no longer required.

- public toilets to discourage antisocial behaviour.
- Investigate temporary / mobile CCTV around 24 hour public toilets in line with Council's CCTV Policy and Code of Practice to discourage anti-social behaviour.

 Install sharp disposal units in high use locations in consultation with the Council's Community Safety Officer

- Consider non-gendered toilets (where automated public toilets are not being considered) at high use locations when upgrading or building new toilets.
- Ensure the design of public toilets consider maintenance and operational requirements.

Public toilets should serve the needs of people of all genders, ages, cultures and abilities. Wollongong's population is changing with an increase of families with young children, older people, culturally diverse communities and people with disability. A lack of accessible toilets may impact negatively on the quality of life, restricting peoples freedom to undertake activities in the community

3

Inclusive

access to

public toilets

All new and upgraded public toilets must comply with the relevant building codes and standards including the Building Code of Australia, The Disability (Access to Premises - Buildings) Standards 2010, and relevant Australian Standards including AS1428 Design for Access and Mobility standards.

> Install adult lift and change tables and design accessible toilets to accommodate amphibious wheelchair use in line with the Beach Access Strategy at Austinmer Beach and Port Kembla Surf Lifesaving Club (Lower Boat Shed).

allow people with disability to extend

Continue to incorporate Building

Disability (Access to Premises -

Buildings) Standards 2010 when

designing and upgrading toilets.

Code of Australia and the

usage time.

Actions:

• " Install adult lift and change Master Locksmith Access Keys tables and hoists at district and (MLAKs) are available to people with a disability. Council will consider regional level facilities including installing the MLAK system in Beaton Park Leisure Centre, the some high use locations where proposed design of West Dapto an electronic opening and closing Leisure Centre, the proposed system is in place and activates / Warrawong Community Facility deactivates the MLAK. When the and Botanic Garden upgrade. public toilet is electronically closed, · Consider people of all ages, MLAK holders will have access to genders and cultural backgrounds the public toilet. MLAKs may also be installed in automated toilets to

STRATEGY:

Public toilets are accessible and

consider the need of different ages,

abilities and cultures.

in the design of public toilet work in high use locations. Install MLAK system with new fully compliant accessible public

toilets which have an electronic opening and closing system. · Continue to renew, install and

- upgrade accessible public toilets at locations experiencing increase use such as Bellambi Surf Lifesaving Club.
- Undertake a program to include tactile and Braille indicators in high use locations with accessible public toilets.
  - Where appropriate install ambulant toilet features in public toilets in high use locations.

 Provide a continuous path of travel and accessible parking when upgrading or building new accessible toilets in high use locations.



Public toilet signage and information



Suitable signage, maps and way finding material indicating the locations and walking distance to public toilets in appropriate locations help residents and visitors navigate their way to the nearest toilet. Achieving this aim requires the preparation of signage that provides information about where the public toilet is located and directions to the amenity.

Council's public toilets are listed on the National Public Toilet Map (the Toilet Map) website www.toiletmap.gov.au. This

website provides information on location, opening hours, accessibility and a range of other potential services such as baby changing facilities, ambulant features, syringe disposal units. The National Public Toilet Map also provides information on the location of public toilets provided by some commercial or government organisations located at railway stations, shopping centres, fast food outlets and service stations. Information on the type of amenities offered relies on the good will of the business or government service.

### Actions:

- Update Council information on National Toilet Map annually and promote on Council's website.
- Review Council's signage strategies addressing public toilet signage.
- Display signage that complies with the Disability (Access to Premises – Buildings) Standards, 2010 on exterior wall of toilets including name of facility, address, opening hours, alternate toilets, OR code linking to the National Public Toilet Map and number of times the toilet is cleaned each week.
- Inform the community through the Annual Report the costs to maintain and clean public toilets.
- Install universal signage at key tourist destinations explaining public toilet usage and operations.
- Install signage on the exterior wall of non-operational public toilets advising of the nearest alternative toilets.
- Promote the use of the National Public Toilet map to other commercial providers.

Cleaning and maintaining public toilets

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Council aims to keep public toilets clean and well maintained. The cleaning frequency of public toilets is tailored around user levels, the location of each facility and meeting service standards. Public toilets that are cleaned more often service tourist destinations, popular beach locations and district and regional playgrounds. Council undertakes an ongoing program of maintenance and minor improvements to public toilets. Along with regular cleaning the provision of good lighting, toilet paper and fragrant scents add to the amenity. Soap dispensers are provided in automated public toilets as they are built within the facility and are less likely to be damaged. Soap dispensers are not necessarily provided in the older traditional toilets because they are more prone to vandalism.

Some automated public toilets require less cleaning because of their self-cleaning function. Manual cleaning of automated public toilets still occurs once a day at high usage sites. The three factors that influence the manual cleaning frequency of automated public toilets are:

- Volume of use
- Provision of toilet paper and soapVandalism and wilful soiling

Public tollet users of older traditional brick tollet blocks sometimes feel these facilities are unclean when they are in fact clean. Many of these types of amenities are poorly sited and experience a high degree of graffiti and vandalism – adding a substantial cost to the maintenance budget. Vandalism may result in some facilities being closed and opened on request only.

Council aims to mitigate the impacts of anti-social behaviour and associated public toilet cleaning and maintenance costs by incorporating ESD and CPTED principles through the design of public toilet replacement, upgrade and new toilets.

#### Actions:

STRATEGY:

Public toilets are cleaned

and maintained to defined

service levels.

- Monitor the frequency and timing of cleaning public toilets and where required adjust to reflect service standards.
- Use a selection of anti-vandal proof material and features to reduce public toilet maintenance and cleaning costs.
- Upgrade older traditional toilet blocks which are still required by incorporating a range of features to improve the public toilet experience such as:
  - Upgrade lighting
  - Install fragrant emitters to improve overall air quality
     Repaint floors
  - Re-tile walls
  - Community art projects
- Conduct a public toilet condition and functionality assessment
- every 5 years.
- Continue to remove graffiti in line with the Graffiti Management Policy.
- Explore partnerships with community organisations and businesses to provide public toilets at locations where Council does not provide them.



# **Delivering the strategy**

### Integration

The actions in this Strategy will become part of our Delivery Program and Annual Plan and will help to deliver Wollongong's Community Strategic Plan.

### Implementation

A detailed Implementation Plan that includes time-frames, priorities, resources and responsibilities will be developed to help with the delivery of the Strategy.

### Evaluation

Measures have been developed to record our progress towards delivering this Strategy. Data will be collected throughout the implementation of the Strategy.

### Reporting

Council's progress towards delivering this Strategy will be reported in Council's annual reporting processes.

### **Resourcing the Strategy**

The Strategy will be used to help Council make decisions:

- · Actions that need funding will be considered as part of Council's annual budget planning process.
- · Actions that do not cost additional money to deliver will be included in Council's Annual Plan and Delivery Program.
- · Council may apply for external funding to help deliver actions in this Strategy.

# **Council's planning process**

The Public Toilet Strategy is a supporting document that will inform the Community Strategic Plan and Annual Plan.





Supporting Documents Council has two types of supporting documents: Community Strategic Plan · Strategy level documents Implementation Plan proposals





ementation Construction • Service • Achieving goals



Delivery Program The outcome of the decision making process is the Resourcing Strategy Delivery Program and Annual Plan

# How we plan to measure

### Availability and Distribution of Public Toilets

Increase % of people satisfied with opening hours of Council's public toilets.	Community Survey.
Increase number of automated public toilets or electronic opening and closing systems in public toilets.	Council Data.
Reduction in complaints about availability and standard of toilets.	Council Data.

### Safe and Well Designed Public Toilets

Reduction in incidence of vandalism including graffiti.	Council Data.
Increase number of non-gendered toilets.	Council Data.
Increase number of ancillary inclusions at high use location e.g. showers.	Council Data.
Increase % of toilets that comply with ESD, Universal Design and CPTED principles.	Council Data.
Reduction in number of reported needles in sharp disposal units in public toilets.	Council Data.
Increase number of people feeling safe in open space areas and key locations.	Community Safety Survey.

### Inclusive Access of Public Toilets

Indicator	How it will be Measured
Increase number of fully compliant accessible toilets including paths of travel and parking.	Council Data.
Increase number of adult and lift and change tables across the city.	Council Data.
Increase number of ambulant toilets.	Council Data.
Increase number of toilets which include Braille and tactile indicators.	Council Data.

### Public Toilet Signage and Information

Indicator	How it will be Measured
Increase signage on toilets in line with Council's Strategies.	Council Data.
National Toilet Map updated with current Council data.	Annual check of website data.

### **Cleaning and Maintaining Public Toilets**

Indicator	How it will be Measured
Increase % people satisfied with cleaning and maintenance of public toilets.	Community Survey.











Draft Public Toilet Strategy

# ENGAGEMENT REPORT

February 2019



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Z18/351035



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# Executive Summary

Council had committed to develop a Public Toilet Strategy in the Annual Plan 2017-2018. The Strategy incorporates a list of priority locations for accessible public toilets and adult change tables.

The draft Public Toilet Strategy was developed in response to community feedback on public toilet provision, and will guide the delivery of effective and coordinated provision of Council's amenities for the next ten years.

Five principles have been drafted to inform the development of the Strategy. These principles take into consideration available research and background information, including the demographic profile of Wollongong LGA, best practice examples, other local government public toilet strategies, past community engagement outcomes, existing amenities and the results of a service gap analysis.

Initial Public Toilet engagement was held in June 2018. Information packs on the project were distributed to all Wollongong City Council Library Branches. All relevant documents were available on Council's engagement website. Neighbourhood Forums were contacted via email, inviting them to view the draft Public Toilet Strategy Principles and complete the online survey. Three responses were provided by community members and one response from a Neighbourhood Forum during the exhibition period 5 June – 27 June 2018.

The results of the engagement were used to inform the Draft Public Toilet Strategy placed on public exhibition 12 December 2018 - 22 February 2019.

The communication process for the exhibition phase included a media release, social media posts and content in Council pages of the Advertiser. Information was distributed to key stakeholders and the Register of Interest group. A project page on Council's Engagement HQ website provided copies of the draft Public Toilet Strategy, Frequently Asked Questions (Appendix 1) and links to an online survey. These documents, as well as a Feedback Form (Appendix 2), were made available at Council Libraries and the Customer Service Centre.

Seventeen submissions were received including nine online responses, five emails, two letters and one feedback form.

Numerous locations were suggested for additional or replacement toilets. Recommendations on how to increase accessibility for people with a range of disabilities, including vision impaired, were presented. Safety was a concern of some respondents suggesting that suitable lighting is required in and around toilets. Cleaning and maintenance was also raised with concerns about standards at current facilities. Suggestions were also provided about the type of information to provide and suitable locations on associated signage.



# Background

Research and background information considered in the development of the draft Public Toilet Strategy includes:

- The demographic profile of the Wollongong LGA and implications for toilet provision
- Best practice examples of public toilet facilities and other local government public toilet strategies
- Past community engagement feedback (including the Disability Inclusion Action Plan and Community Survey)
- Existing services
- Service Gap Analysis Spatial analysis of amenity supply including public toilet provision by other service providers identified through the National Public Toilet Map.

A Condition and Function Assessment is currently being undertaken by the Infrastructure Strategy and Planning Unit.

Key considerations and issues that have arisen from the research and informed the development of five draft Public Toilet Strategy Principles include:

- Interpretation of Environmental and Sustainable Design (ESD), Universal Design (UD) and safety and Crime Prevention Through Environmental Design (CPTED) in the provision of public toilets
- Availability of amenities and opening hours
- Meeting accessibility requirements such as Master Locksmith Access Keys (MLAK) keys, access for amphibious wheelchairs, scooters, adult lift and change tables
- Site location of toilets
- Determining when to maintain, replace, upgrade, build new and decommission amenities
- Changing community needs and expectations
- Signage and information
- Servicing and cleaning amenities
- Co-location of facilities such as drinking fountains and showers
- Innovation in design and delivery.

The Strategy will address the replacement, upgrade, provision of new amenities and decommissioning of amenities. It will also consider locations for adult lift and change tables for people with a disability, when and where non-gendered toilets are appropriate, opening hours and new innovations in public toilet provision.



# Methodology

The following table outlines the various activities undertaken during the exhibition period, held 12 December 2018 – 22 February 2019.

Table 1: Methodology

Method	Details of Methods	Stakeholders		
Communication M	Communication Methods			
Information Pack	Frequently Asked Questions sheet and feedback form (see Appendices 1-2) were distributed to all Wollongong City Library Branches	Residents		
Online Engagement	All relevant documents were available via Council's engagement website, Have Your Say Wollongong.	All stakeholders		
Email Out	Previous engagement participants, key stakeholders and Neighbourhood Forums were contacted via email, inviting them to view the draft Public Toilet Strategy Principles and complete the online survey.	Key stakeholders Neighbourhood Forums		
Advertiser	Details of the have your say page were included in Council's Community Update pages.	All Community		
Register of Interest	An email was sent to 169 people on the Register of Interest for Access for people with a disability	Community		

# Results

This section provides details on the online participation summary (Table 2), and the feedback received during the exhibition period (Tables 3 - 4).

# **Online Engagement Results**

The usage statistics for the project page on Council's 'Engagement HQ' website appears in Table 2. A total of nine submissions were received online.

Measure and Explanation		Usage
Unique Site Visits	Total number of visits to the project page	264
Aware	Total number of users who viewed the project page	216
Informed	Total number of users who opened a hyperlink or read a document	105
Engaged	Total number of users who have actively contributed to the project by filling in the feedback form	9



The community were asked to provide feedback on the draft Public Toilet Strategy 2019-2029. 17 submissions were received including nine online responses, five emails, two letters and one feedback form.

The feedback received is presented based on the *Our Key Principles* section of the draft Public Toilet Strategy:

- 1. Availability and distribution of public toilets
- 2. Safe and well-designed public toilets
- 3. Inclusive access to public toilets
- 4. Public toilet signage and information
- 5. Cleaning and maintaining public toilets.

Numerous locations were suggested for additional or replacement toilets. Recommendations on how to increase accessibility for people with a range of disabilities, including vision impaired, were presented. Safety was a concern of some respondents, suggesting that suitable lighting is required in and around toilets. Cleaning and maintenance of toilets was also raised, with concerns about standards at current facilities. Suggestions were also provided about the type of information to provide and suitable locations of associated signage.

Theme	Overview of Comments	No. of Responses
Key Principle 1: Avai	lability and Distribution of Public Toilets	
	Need public toilets in Warrawong, along the lake foreshore between Primbee and Berkeley and at Port Kembla Beach. WCC map shows no public toilets from Primbee to Wollongong. What about Kanahooka, Koonawarra?	7
	Need a public toilet near shopping centre at Farmborough Road. Residents walking home from hotel use front yards as toilets.	
Suggested locations for new toilets	Well located toilets needed especially in Wollongong Mall (2), the walkway south of Crown Street along the foreshore to Bank Street, in Market Square and Beatson Park, western end of Crown Street and opposite St Marks Anglican Church.	
	Council should audit LGA checking to see if there are toilets near all outdoor pools, major parks, all BBQ areas.	
	Another small toilet block needed at the western end of Stanwell Park Reserve – like the one near the surf club – but bigger to cater for tourists.	
	Knock down and rebuild a disabled toilet with suitable parking near U-turn bay in O'Brien's Road, Figtree.	
	New toilets (automatically operated) needed at Belmore Basin (add a shower) and Flagstaff Hill for tourists.	
Opening hours	Open toilets before 8.30am and after 6pm daily.	1

Table 3: Overview of comments received regarding Key Principles 1-5



Key Principle 2: Safe and Well-Designed Public Toilets			
Safety	Toilets with lighting and lockable doors with safety design in mind. Public toilets need to be well lit and CCTV around 24 hour toilets and some other public toilets is needed. Find automatic toilets scary and unsafe for children who could get locked in – not child friendly. Safe toilets needed especially with ageing population.	4	
Design	Prefers modern Tardis-type talking toilets (like at Dapto's William Beach Reserve) – spread across big park areas rather than one big male/female block in one location only. Need lockable toilets and separate male and female toilets at Lakeside Reserve, Kanahooka. Refurbished toilets to have white tiles and glass tiles to allow natural light through.	3	
Key Principle 3: Inclu	usive Access to Public Toilets		
Ramps	Ramps and some entrances now need to be big enough to allow the use of mobility scooters used by the frail and disabled. Covered ramps needed. Steps should be avoided. Wider ramps can include people with mobility scooters as well as abled body people at the same time to prevent accidents between the scooter and other people.	2	
Needs of the vision impaired	An emphasis is needed on different disabilities, as opposed to abilities. If public toilets have the same design people with poor vision would possibly find them more user-friendly. It is hoped that all disabled toilets include tactile and Braille indicators.	2	
Access keys	Disabled Master Locksmith Access Keys idea needs further investigation to avoid possible loss or misuse of the key.	1	
Disabled parking	Need to improve the disabled car parking with concrete paths.	1	
Hand rails	Include ambulant features like hand rails in all disabled toilets.	1	
Key Principle 4: Public Toilet Signage and Information			
Disabled toilet signage	Need to install visible street signs along highways, roads, etc, to indicate location of disabled toilets and distance. If disabled toilets have hoists – include this in the signage on roads and highways.	2	
Signs – Shape size & colour	Colour coded to advise if open 24/7 or just daytime. Size (at least same as camera signs) and shape of signs (round for disabled).	1	
Contact numbers for reporting issues	Each public toilet to be numbered so Council can identify it quickly if tourist report in when not knowing their location.	1	



Key Principle 5: Cleaning and Maintaining Public Toilets			
Cleaning	Toilet block at Stanwell Park kiosk is filthy. Please clean. Toilet block at Belmore Basin needs a complete overhaul including additional lighting as currently too dark. Cleaning should happen more often.		
Cleaning standards	Clean toilets needed especially with an ageing population. Strategy does not state what "defined service levels" means – toilets should be cleaned at least twice a day.	1	
Maintenance	Stanwell Park Kiosk toilet – needs soap pumps, hand towels or drying machine and a coat of paint. Belmore Basin toilets – more toilet paper, additional lighting.	3	
	Toilets need to be well maintained.		

Table 4: Overview of comments received regarding condition and function of public toilets

Theme	Overview of Comments	No. of Responses
General Comments		
Review period	Toilets being reviewed every 5 years is not enough, especially for the toilets at Belmore Basin which are inadequate.	1
Decommissioning	The decommissioning of public toilets needs to be given due consideration.	1
Toilet location guide	The strategy should include a guide to the location, facilities and opening hours of public toilets. Consider ways and means of extending this guide to other toilets to which the public might have access. National Toilet Map not reliable.	1
Criteria for priorities	Council increase substantially the content and value of the strategy by spelling out the criteria they propose to use when setting priorities for new and upgraded facilities.	1
Activities based on toilet location	Location of public toilets used to guide health support group outings.	1



# Appendix 1: Community Feedback Form



# DRAFT PUBLIC TOILET STRATEGY

Community Feedback Form

Providing public toilets is an important part of Council's business. The community require toilets that are safe, clean, easy to find and accessible. To help achieve this, Council has developed a draft Public Toilet Strategy to guide the delivery of public toilet facilities for the next ten years.

Please read the draft Strategy and Frequently Asked Questions before commenting.

All feedback must be received by 5pm, Friday 22 February 2019.

Question 1: Do you have any comments in relation to our draft Public Toilet Strategy that you would like to share



Please return completed form to: Wollongong City Council Engagement Team Locked Bag 8821 Wollongong DC NSW 2500 Phone: (02) 4227 7111 Fax: (02) 4227 7277 Email: engagement@wollongong.nsw.gov.au



www.wollongong.nsw.gov.au



OUR PLACE OUR VOICE SFUTURE	

### PLEASE TELL US A LITTLE ABOUT YOURSELF

Question 1: In which suburb do you live?

Question 2: Your age (please tick category)

□ <18 years □ 19-25 years □ 26-35 years □ 36-45 years □ 46-55 years □ 56-65 years □ 66 -75 years 76+

If you would like a reply to your submission and to be kept informed of progress please fill in the section below.

	Name:
	Address:
l	Suburb:

Email:

### Privacy Notification:

The purpose for seeking your submission on advertised matters is to better assist Council in its decision making processes. The intended recipients of your submission are officers within Council and those granted lawful access to the information. Your submission may be exhibited on Council's website and included in publicly accessible registers. If you make an anonymous

submission may be exhibited on Council's website and included in publicly accessible registers. If you make an anonymous submission, Council will be unable to contact you further. If your submission relates to a development proposal or other relevant planning application, Council is required to disclose on its website all relevant details of political donations or gifts made by you, including your name and address. In limited circumstances, you mayapply for suppression of your personal information from a publicly accessible register. Further information is available on Council's website at <a href="https://www.wollongong.nsw.gov.au/pages/privacy.aspx">www.wollongong.nsw.gov.au/pages/privacy.aspx</a> or by phoning Council on (02) 4227 7111

www.wollongong.nsw.gov.au



# Appendix 2: Frequently Asked Questions



# Draft Public Toilet Strategy 2019-2029

Council is developing a Public Toilet Strategy for the City of Wollongong. The draft Public Toilet Strategy sets out how we will deliver effective and co-ordinated public toilet provision for the next 10 years. We are seeking the community's feedback on the Strategy.

### Please let us know your thoughts by 22 February 2019

### Why do we need a Strategy?

Wollongong City Council is committed to creating a livable city that provides a high quality experience for its residents and visitors. This experience is supported by public toilets that are well located, safe, clean, easy to find and accessible to the community.

Public Toilets make a practical difference to people actively enjoying our community facilities and outdoor spaces such as foreshore reserve areas, parks and playgrounds. With the Wollongong population changing and growing, this Strategy has been developed to ensure public toilets address current and future need.

### What is the Public Toilet Strategy?

The Public Toilet Strategy 2019-2029 sets out how Council will provide public toilets for the next 10 years. It includes 5 key principles supported by strategies and actions.

### How was the Strategy developed?

In developing the Strategy we looked at what the community had told us, our current public toilet supply and how well it performed and best practice research. This information has been used to help set the priorities for the Plan.

### What happens next?

You can give us feedback up <u>until</u> & February 2019. After we look at everyone's feedback, we might make some changes to the Strategy. The final Public Toilet Strategy will be presented at a Council meeting in 2019 for adoption.

### How can I give feedback?

You can give feedback by:

- Visiting Council's website www.wollongong.nsw.gov.au
- Filling out a feedback form, available online, at your local library and Council's Customer Service Centre, 41 <u>Burelli</u>St, Wollongong.
- Emailing records@wollongong.nsw.gov.au
- Calling Council on 4227 7111.



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Submission No.	Submission Format	Summary of Comments	Council Comment	Impact on Document
1	Online	A public toilet at, or close to, the bottom of Farmborough Road, shopping centre needed urgently. Residents relieve themselves in people's front yards.	Noted. Currently other reserves have been identified as a higher priority for new installations.	No change to document.
2	Online	Public toilets needed in Otford as railway station toilets are always closed; people are relieving themselves in bushes. High numbers of walkers during weekend.	Noted.	No change to document.
		Consider a disabled toilet at the community Hall.	Council will support Otford Community Inc. to submit a grant application through Community Builders Grant Funding.	
3	Online	New public toilets are needed at MM Beach Port Kembla and at East Corrimal beach.	Not currently identified as a priority in the Hill 60 Masterplan. East Corrimal Precinct identified as a priority.	No change to document.
4	Online	Toilets needed at the Berkeley Pioneer Cemetery opened during daylight hours, to allow expansion of cultural and heritage festivities without having to hire public toilets for events. The placement needs to consider the overall aspect of the place.	Noted. Currently other reserves have been identified as a higher priority for new installations.	No change to document.



Submission No.	Submission Format	Summary of Comments	Council Comment	Impact on Document
5	Online	Toilets needed at Bellambi Lagoon.	East Corrimal Precinct identified as a priority.	No change to document.
6	Online	Public toilets should be open during night hours.	Noted. Comments will be considered in delivery of dot point 1 under Principle 1.	No change to document.
		Experience with public toilets in the Illawarra is they are unclean, disgusting, smell really bad and No toilet paper available. Shellharbour Junction public toilets are decent.	Noted. Comments will be considered in delivery of dot points 1and 3 under Principle 5.	
		The draft public toilet strategy seems like it will help to develop better facilities for the public to use.	Noted.	
7	Online	What plans are there for small areas such as Otford which are heavily used by tourists especially in and around the railway station?	Not currently identified as a priority for new installations.	No change to document.



Submission No.	Submission Format	Summary of Comments	Council Comment	Impact on Document
8	Online	Otford Community Inc (Otford Community Hall) proposal to improve disability access to the space in response to local need. The upgrade would enable us to provide services for our ageing population and for people with disabilities.	Council will support Otford Community Inc. to submit a grant application through Community Builders Grant Funding.	No change to document.
9	Online	Absolutely no 'gender neutral' toilets. Male or Female only. Disabled facilities must include a shelf for items like wipes, nappies, creams etc. The actual stall/room needs to have plenty of room around the toilet, and to easily manoeuvre wheelchairs/walkers etc. Cleaning items to wipe down height adjustable beds in between uses	Noted. Noted. Comments will be considered in delivery of Principle 3.	No change to document.
		Adequate provision of toilet paper. Suitable stable toilet seats for adults and children. Hand wash would be great.	Noted. Comments will be considered in delivery of dot points 1 and 3 under Principle 5.	



Submission No.	Submission Format	Summary of Comments	Council Comment	Impact on Document
10	Emailed	Toilet block in the kiosk area at Stanwell Park – is disgustingly filthy. Soap pumps, hand towels or a hand drying machine needed, needs painting. Small toilet block needed at western end of the parklike the one near the surf club. The one near the surf club not big enough to cater for all the tourists. Automatic doors are scary, unsafe and not child friendly safe.	New toilets provided in Kiosk. Comments on cleanliness will be provided to Licensee.	No change to document.
11	Emailed	Request new toilets (including possibility of automatically operated) at Belmore Basin and Flagstaff Hill (for tourists). Would also like to see showers included in any upgraded facilities at Belmore Basin.	Consideration to be given to enhancing facilities at Belmore Basin. Amenities at Flagstaff Hill may be a consideration in the proposed State Government- led Master Plan.	No change to document.
12	Emailed	Toilets being reviewed every 5 years that is not enough. Toilets at Belmore Basin are not adequate, long queues at events such Australia Day, disabled toilet filthy (bowl and floor), needs a complete overhaul, it is dark, even with the light on, needs cleaning more regularly doesn't function well.	Noted. Consideration to be given to enhancing facilities at Belmore Basin. A City Centre Rapid Response team undertakes inspections and cleaning at Belmore Basin multiple times each day.	No change to document.



Submission No.	Submission Format	Summary of Comments	Council Comment	Impact on Document
13	Emailed	Support the proposed draft principles, strategy should include a guide to the location, facilities and opening hours of public toilets, consider extending guide to other non-Council public toilets. The National Public Toilet Map does not seem to be very reliable. The value of the strategy could be enhanced by spelling out the criteria to set priorities for new and upgraded facilities and ensuring these include a high priority for public places in and around the city centre.	Noted. Noted.	Page 7 dot point 4 changed to include Consider "a hierarchical approach to public toilet provision in the preparation of open space and town centre masterplans and concept plans".
14	Letter	Suggests toilets in Wollongong Mall, the walkway south of Crown Street, along the foreshore to Bank Street, Market Square, Beatson Park, western end of Crown Street, opposite St Marks Anglican Church. Increase opening hours of toilets e.g. Administration Building. Removal of playground equipment decreases usage eg Fisher Street, Gilmore Park.	Noted. Toilets available at Lang Park, MacCabe Park, JJ Kelly Park and City Beach. Noted. Comments will be considered in delivery of dot point 1 under Principle 1.	No change to document.



Submission No.	Submission Format	Summary of Comments	Council Comment	Impact on Document
15	Emailed	People with Disability including mental health issues need quick access to toilets and this could influence where group activities can take place. Ideally all the outdoor pools, major parks and all BBQ areas should have a nearby toilet.	Noted. Comments will be considered in delivery of dot point 9 under Principle 3.	No change to document.
		The modern Tardis type toilets (like at Dapto's William Beach Reserve) work really well. A few of these spread across a big park/area is better than one big male/female block in just one location.	Noted.	
16	Feedback Form There are no public toilets shown on map for Warrawong or the lake foreshore between Primbee and Berkeley. No toilet at Port Kembla beach, playground near the car park and swimming pool. Map shows no accessible toilets from Primbee to	Port Kembla Pool and King George Oval have toilets which service the beach and playground.	No change to document.	
		Wollongong in a very large coastal and inland area. Toilets are needed at Kanahooka, Koonawarra, Warrawong, Port Kembla and upgrades at Lakeside Reserve in Kanahooka to lockable toilets separate male and female toilets with paper and	Consideration to be given to enhancing the amenities at Lakeside Reserve Kanahooka.	
		soap and a better style.	Noted.	
		Separate male and female toilets with lighting and lockable doors with disability and safety design in mind and cleaned and maintained by Council.	Koonawarra - currently other reserves have been identified as a higher priority for new installations. Strategy 5 page 11 details cleaning and maintenance.	



Submission No.	Submission Format	Summary of Comments	Council Comment	Impact on Document
17	Letter from Seniors United Party of Australia	<ul> <li>Important issue as improvements needed for older people and people who are frail.</li> <li>Recognise and appreciate that improvements are being made but further thought, design and infrastructure needed.</li> <li>Lack of toilets along the Princes Motorway.</li> <li>Poor lighting presents issues for people who have low vision. Concerns when accessible parking isn't close to toilets.</li> <li>Comments in relation to Disability Inclusion Action Plan 2016-2020 community feedback.</li> <li>Clean, well maintained and unlocked accessible car park directly in front of toilet, concrete path is a major improvement.</li> </ul>	Noted. Comments to be considered in delivery of Principle 3. Noted. Noted. Noted. Noted. Comments to be considered in delivery of Principle 3. Noted. Noted.	No change to document.
		toilets - toilet at Figtree which includes accessible	considered in delivery of dot	



Submission No.	Submission Format	Summary of Comments	Council Comment	Impact on Document
17	Letter from Seniors United Party of Australia	Signage indicating accessible toilet needed on expressway 150 metres before getting to the Wollongong Information Centre at Bulli Tops.	Noted. Comments to be considered in delivery of Principle 4.	No change to document.
		Hoist and adult change tables – more signage indicating where facilities can be found.	Noted.	
		More hoists could be located near Hospital Car parks.	Noted.	
		Information about toilet location – street sign needed web-based information is not sufficient. Signage on roads of location of accessible toilets 2 km (highways, 150 metres urban areas, at the	Noted.	
		location). Signage should be large showing 24/7 and other opening hours colour coded. Signage needs to be easily seen.	Noted.	
		A visible contact number should be on each toilet to report issues.	Noted. Comments to be considered in delivery of dot point 7 under Principle 2 and dot point 1 under Principle 3.	



Submission No.	Submission Format	Summary of Comments	Council Comment	Impact on Document
17	Letter from Seniors United Party of Australia	<ol> <li>Comments in relation to the key principles:         <ol> <li>More toilets on motorway heading south, better signage on roads and highways e.g. directing to Botanical Gardens. Signs in needed in Mall. Canberra has an excellent underground toilet block in the Mall. Toilet block O'Brien's Rd Figtree needs upgrading and signage.</li> </ol> </li> <li>Toilets need to be well lit, CCTV around 24 hour toilets. Agree with actions in Plan related to this principle but decommission needs careful consideration. Steps should be avoided and ramps/ entrances which allow mobility scooter access.</li> <li>If toilets were all designed the same then people with low vision would find it easier. Ramps should be able to accommodate a scooter/wheelchair and a person passing. Comments related to ambulant features in accessible toilets and use of tactile/ braille. Need to investigate idea of giving out MLAK keys in special cases.</li> </ol>	Noted. Reference to ambulant toilet features, page 9 dot point 6 relates to ambulant toilets which are designed for those with ambulant disability that do not require the extra space provided by an accessible toilet. These toilets would be additional to a fully compliant accessible toilet.	No change to document.



Submission No.	Submission Format	Summary of Comments	Council Comment	Impact on Document
17	Letter from Seniors United Party of Australia	<ol> <li>National Public Toilet Map should be advertised in the Council quarterly newsletter and a map of toilets also included.</li> <li>Agree with actions. Clarification required on what defined service levels means. Inspection teams needed as well as cleaning teams. Toilets should be inspected twice daily. Greater use of lighting and CCTV needed.</li> </ol>	Suggestion to be considered. A team undertakes inspections and cleaning multiple times a day in high use locations in the city centre.	No change to document.



Supporting Document Principle	Supporting Document Objective	Supporting Document Strategy	Supporting Document 4 Year Action		Supporting Document Action	Location	Year	Supporting Document Action Type System Description	Action Responsible Officer (person that will enter commentary)	Delivery Stream	Partner	Delivery Program 4 Year Action System Description				
1	Availability and Distribution of Public Toilets	and equitably Distribution distributed and of Public strategically	1.1	for publ approad	<ul> <li>a scoping and specification standard ic toilets provision based a hierarchical h (eg regional, district, local, high use) onsiders:</li> </ul>		2020/21	Project	Joint responsibility of ISP and relevant Service Managers	Infrastructure Strategic Planning		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities				
		upgrade and provision of new amenities and decommissioning		1.1.1	Inclusion of automated public toilets or electronic opening and closing systems in toilets located in open space and surf clubs						Recreation Services Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities				
		1.2	1.2	1.2	1.2	Investig popular	ate the use of pop-up urinals in night time areas		2020/21	Project	City Centre Activation Manager	City Centre Management		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities 2.1.2.2 Progress implementation of a City for People and its accompanying Implementation Plan		
			1.3						toilets a location district	the opening hours of Council's public t high use locations, ie beach s, open spaces with regional and lolayground to ensure they are open to mmunity need		2020/21	Project	City Cleansing Coordinator	City Works and Services	
									town ce and in t	er public toilet provision in emerging ntres in the West Dapto Release Area he preparation of town centre master / t plans across the LGA	Marshal Mount Town Centre	TBD		Urban Release Area Manager	Urban Release	
						Darkes Road Town Centre	TBD		Property and Recreation Manager	Property Development		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities 21.5.1 Continue to implement the Infrastructure Delivery Program to support the West Dapto Urban Release Area				
						Wongawilli Hall	TBD		Branch Libraries and Community Facilities Manager	Community Facilities		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities				
							Proposed West Dapto Leisure Centre	TBD		Commercial Business Manager	Leisure Centres		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities 5.1.4.1 Provide an appropriate and sustainable range of quality passive and active open spaces and facilities			
								District Centre Open Spaces	TBD		Land Use Planning Manager	Environmental Strategy and Planning		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities 2.1.5.1 Continue to implement the Infrastructure Delivery Program to support the West Dapto Urban Release Area		
						Proposed Warrawong Community Centre	TBD		Branch Libraries and Community Facilities Manager	Community Facilities		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities				



Supporting Document Principle	Supporting Document Objective	Supporting Document Strategy	Supporting Document 4 Year Action	Supporting Document Action	Location	Year	Supporting Document Action Type System Description	Action Responsible Officer (person that will enter commentary)	Delivery Stream	Partner	Delivery Program 4 Year Action System Description		
			1.5	Review public toilet provision at locations that have multiple location attractors, ie playgrounds, beaches, leisure centres	Allan Street, Port Kembla	TBD		Recreation Services Manager	Parks and Open Spaces		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities 5.1.4.1 Provide an appropriate and sustainable range of quality passive and active open spaces and facilities		
					East Corrimal Beach Precinct	TBD		Recreation Services Manager	Parks and Open Spaces		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities		
					Proposed Helensburgh Library	TBD		Branch Libraries and Community Facilities Manager	Community Facilities		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities		
					Wollongong Botanic Gardens	2021/22		Environmental and Conservation Services Manager	Botanic Garden and Annexes		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities 5.2.1.4 Develop a Regional Botanic Garden of Excellence		
			1.6	Replace and upgrade public toilets in high use areas where the existing toilets no longer meet community need	King George V Oval Dressing Sheds	TBD		Recreation Services Manager	Parks and Open Spaces		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities		
					Beaton Park Leisure Centre	TBD		Commercial Business Manager	Leisure Centres		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities 5.1.5.2 Renew community facilities and consider rationalisation, replacement or refurbishment to achieve facilities that are strategically located, good quality and meet identified community need		
					Wiseman Park	TBD		Recreation Services Manager	Parks and Open Spaces		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities 5.1.5.2 Renew community facilities and consider rationalisation, replacement or refurbishment to achieve facilities that are strategically located, good quality and meet identified community need		
						Webb Park	TBD		Recreation Services Manager	Parks and Open Spaces		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities 5.1.5.2 Renew community facilities and consider rationalisation, replacement or refurbishment to achieve facilities that are strategically located, good quality and meet identified community need	
									Corrimal Swimming Pool	TBD		Recreation Services Manager	Aquatic Services
				Belmore Basin	TBD		Recreation Services Manager	Parks and Open Spaces		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities 15.1.4.1 Provide an appropriate and sustainable range of quality passive and active open spaces and facilities 5.1.5.2 Renew community facilities and consider rationalisation, replacement or refurbishment to achieve facilities that are strategically located, good quality and meet identified community need			
							Helensburgh Swimming Pool	TBD		Recreation Services Manager	Aquatic Services		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities 5.1.4.1 Provide an appropriate and sustainable range of quality passive and active open spaces and facilities 5.1.5.2 Renew community facilities and consider rationalisation, replacement or refurbishment to achieve facilities that are strategically located, good quality and meet identified community need



Supporting Document Principle	Supporting Document Objective	Supporting Document Strategy	Supporting Document 4 Year Action		Supporting Document Action	Location	Year	Supporting Document Action Type System Description	Action Responsible Officer (person that will enter commentary)	Delivery Stream	Partner	Delivery Program 4 Year Action System Description																						
2	Safe and Well Designed Public Toilets	upgrade and provision of toilet facilities incorporate Crime Prevention through	2.1	toilets p	a specification standard for public rovision based a hierarchical approach onal, district, local, high use) which s:		2020/21	Project	Joint responsibility of ISP and relevant Service Managers	Infrastructure Strategic Planning		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities 5.4.2.1 Deliver projects and programs to reduce crime in the Wollengong Local Government Area 5.4.1.2 Facilitate a range of partnerships and networks to develop community safety initiatives																						
		Environmental Design (CPTED) and Ecologically Sustainable		2.1.1	CPTED, ESD principles and guidelines from Council's Sustainable Building Strategy						Building and Facilities Planning Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities																						
		Design (ESD) principles		2.1.2	Installation of ancillary features such as external showers, bubblers, etc						Recreation Services Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities																						
				2.1.3	Vandal resistant materials and fixtures to reduce public toilet maintenance and cleaning costs						Building and Facilities Planning Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities 54.2.1 Deliver projects and programs to reduce crime in the Woltongong Local Government Area 54.1.2 Facilitate a range of partnerships and networks to develop community safety initiatives																						
				2.1.4	Involve community in art and graffiti projects on and around public toilets at appropriate locations						Community and Cultural Development Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities 5.4.2.1 Deliver projects and programs to reduce crime in the Woltongong Local Government Area 5.4.1.2 Facilitate a range of partnerships and networks to develop community safety initiatives																						
							2.1.5	Signage in and around public toilets to discourage anti-social behaviour						Community and Cultural Development Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities 5.4.2.1 Deliver projects and programs to reduce crime in the Woltongong Local Government Area 5.4.1.2 Facilitate a range of partnerships and networks to develop community safety initiatives																			
						2.1.6	Temporary / mobile CCTV around 24 hour public toilets in line with Council's CCTV Policy and Code of Practice to discourage anti-social behaviour						Community and Cultural Development Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities 54.2.1 Deliver projects and programs to reduce crime in the Woltongong Local Government Area 54.1.2 Facilitate a range of partnerships and networks to develop community safety initiatives																				
																										2.1.7	Sharps disposal units in high use locations in consultation with the Council's Community Safety Officer						Community and Cultural Development Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities
						2.1.8	Non-gendered toilets (where automated public toilets are not being considered)						Building and Facilities Planning Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities																				
3	3 Inclusive Access of Public Toilets Access and consider the need of different ages, abilities and cultures	accessible and consider the need of different ages, abilities	accessible and consider the need of different ages, abilities	accessible and consider the need of different ages, abilities	accessible and consider the need of different ages, abilities	accessible and consider the need of different ages, abilities	e and the ifferent lities	toilets p	a specification standard for public rovision based a hierarchical approach anal, district, local) which considers:		2020/21	Project	Joint responsibility of ISP and relevant Service Managers	Infrastructure Strategic Planning		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities																		
				3.1.1	Building Code of Australia and the Disability (Access to Premises - Buildings) Standards 2010						Building Facilities Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities																						
				3.1.2	Adult lift, change table and hoist and amphibious wheelchair use in line with the Beach and Foreshore Access Strategy						Community and Cultural Development Manager, Recreation Services Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities																						



Supporting Document Principle	Supporting Document Objective	Supporting Document Strategy	Supporting Document 4 Year Action		Supporting Document Action		Year	Supporting Document Action Type System Description	Action Responsible Officer (person that will enter commentary)	Delivery Stream	Partner	Delivery Program 4 Year Action System Description
				3.1.3	Adult lift and change tables and hoist at district and regional facilities						Recreation Services Manager and Branch Libraries and Community Facilities Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities
				3.1.4	People of all ages, genders and cultural backgrounds are considered in the design of public toilet work in high use locations						Community and Cultural Development Manager, Recreation Services Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities
				3.1.5	Installation of MLAK system with new fully compliant accessible public toilets which have an electronic opening and closing system						Community and Cultural Development Manager, Recreation Services Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities
			3.1.6	Tactile and braille indicators in high use locations with accessible public toilets						Community and Cultural Development Manager, Recreation Services Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities	
				3.1.7	Ambulant toilet features in public toilets in high use locations						Building Facilities Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities
				3.1.8	A continuous path of travel and accessible parking when upgrading or building new accessible toilets in high use locations						Transport and Stormwater Services Manager	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities
			3.2		ate the need and location for a ng Place' facility within the LGA		2020/21	Project	Community and Cultural Development Manager	Community Development	Service Managers	5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities
4	Public Toilet Signage and Information	Consistent 4,1 signage and information on public toilet availability and location is promoted and accessible to the community	4.1	public to	o a signage specification standard for ollets provision based a hierarchical h (eg regional, district, local, high use) onsiders:		2020/21	Project	Joint responsibility of ISP and relevant Service Managers	Infrastructure Strategic Planning		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities
					4.1.1	Display signage that complies with the Disability (Access to Premises – Buildings) Standards 2010 en exterior wall of toilets including name of facility, address, opening hours, alternate toilets, QR code inking to the National Public Toilet Map and number of times the toilet is cleande each week						Recreation Services Manager
			4.2	Map an	Council information on National Toilet nually and promote to other rcial providers and on Council's			Ongoing	City Cleansing Coordinator	City Works and Services		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities
			4.3		he community through the Annual the costs to maintain and clean public			Ongoing	City Cleansing Coordinator	City Works and Services		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities
			4.4		niversal signage at key tourist ions explaining public toilet usage and ms		2022/23	Project	Commercial Business Manager	Tourist Parks		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities



Supporting Document Principle	Supporting Document Objective	Supporting Document Strategy	Supporting Document 4 Year Action	Supporting Document Action	Location	Year	Supporting Document Action Type System Description	Action Responsible Officer (person that will enter commentary)	Delivery Stream	Partner	Delivery Program 4 Year Action System Description
5	Cleaning and Maintaining Public	Public toilets are cleaned and maintained to defined service	5.1	Monitor the frequency and timing of cleaning public toilets and where required adjust to reflect service standards			Ongoing	City Cleansing Coordinator	City Works and Services		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities
	Toilets	levels	5.2	Conduct a public toilet condition and functionality assessment every 5 years			Ongoing	Building Facilities Manager	Infrastructure Strategic Planning		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities
			5.3	Continue to remove graffiti in line with the Graffiti Management Policy			Ongoing	City Cleansing Coordinator	City Works and Services		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities
			5.4	Explore partnerships with community organisations and businesses to provide public toilets at locations where Council does not provide them			Ongoing	Recreation Services Manager	Parks and Open Spaces		5.5.1.1 Well maintained assets are provided that meet the needs of current and future communities