



# Glenorchy City

# Public Toilet Strategy

2020-2030



# Glenorchy Public Toilet Strategy

## Summary

*Our mission is to provide safe, clean and inviting toilets in key locations for everyone to use.*

Our objectives are:

1. To ensure that public toilets are distributed appropriately to support community life in public places in locations of highest demand;
2. To provide clean and welcoming toilet facilities that can be accessed by everyone regardless of age, gender and ability;
3. To provide public toilets that meet user needs for safety, comfort and convenience, and with a minimal environmental footprint;
4. To ensure Glenorchy's public toilets are easy to find;
5. To maximise the life and cost-effectiveness of Glenorchy's public toilets.

We will take the following key actions to achieve our objectives:

- Ensure we have toilets in the right locations – we will provide new toilet facilities in two locations and consider several others once our open space planning is progressed. We will close four redundant facilities;
- Upgrade or replace three toilet blocks within 5 years and consider others in the second half of the strategy period;
- Ensure our facilities provide wheelchair, unisex and parenting access when new ones are built or existing ones are significantly modified, and explore opportunities to add a “changing place” facility within 5 years;
- Provide a range of facilities across all toilets (soap dispensers, paper towels, toilet seats, easy-to-use door latches) and add bicycle rails and water bubblers as appropriate;
- Design our toilet facilities so that they are safe, space-efficient, environmentally sustainable and built to last;
- Ensure that all toilet blocks are well signed from thoroughfares and promoted through our website and the National Public Toilet Map website and app;
- Ensure our toilets are cleaned to consistent standards and incorporate vandal-deterrent materials and signage.

LEGEND

◆ Existing facility—no significant change

**Planned changes 2020-2025**

● Additional facility

● Upgrade/replacement

● Additional amenities

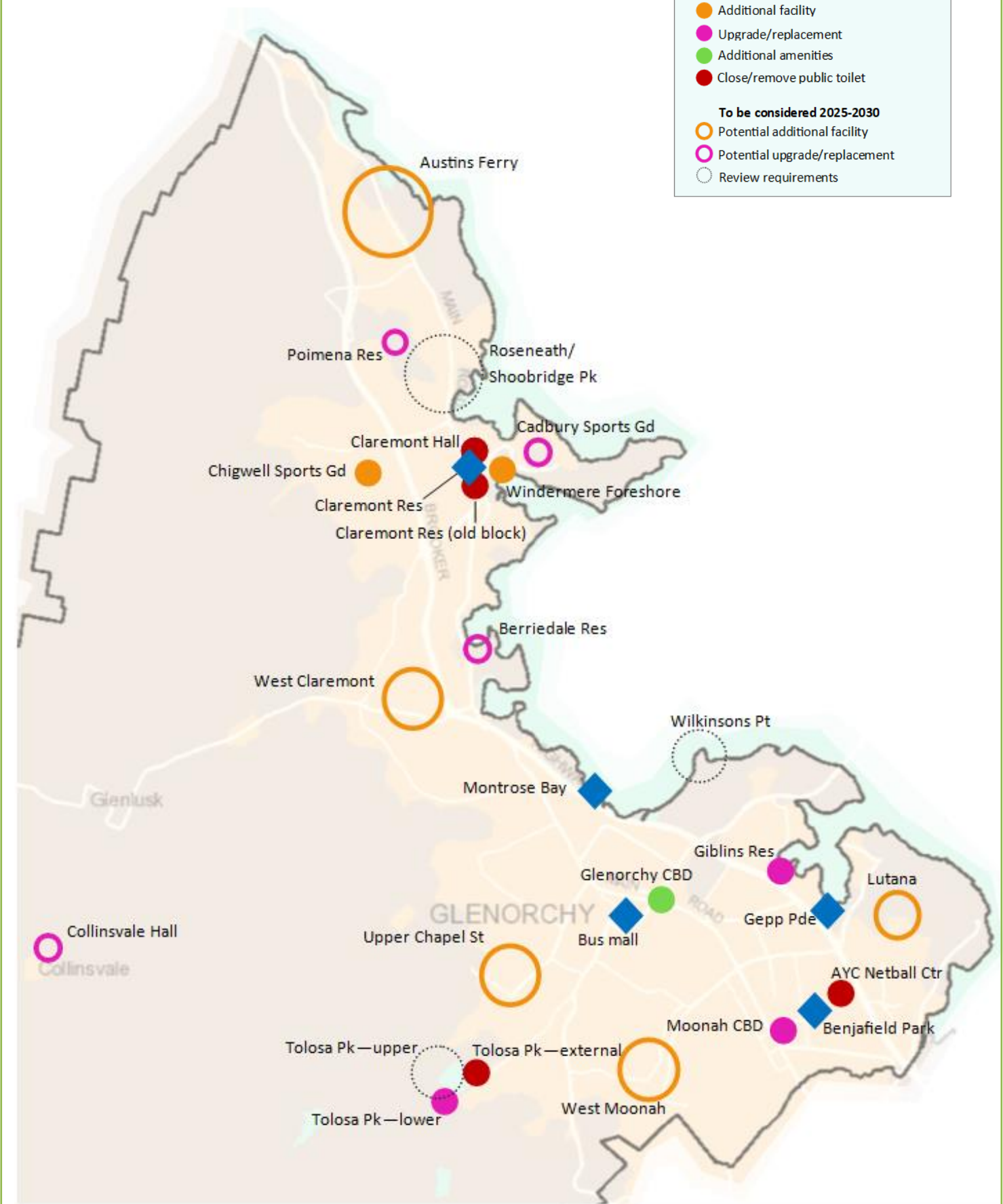
● Close/remove public toilet

**To be considered 2025-2030**

○ Potential additional facility

○ Potential upgrade/replacement

○ Review requirements



# Contents

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1. Introduction	1
2. Where we are at present	2
3. Where do we want to be?	6
4. Future demand for public toilets	9
5. Where do we need public toilets?	11
6. Replacements and upgrades	17
7. Access	21
8. Safety and security	24
9. Design and sustainability	26
10. Information and promotion	29
11. Management and cleaning	32
12. Community views	34
13. Monitoring and Review	34
Definitions	35
Appendix 1 – Public toilets: details of works required	36
Appendix 2 – Schedule of works 2020/21–2029/30	38
Appendix 3 – Relevant Legislation	40

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# 1. Introduction

Glenorchy City Council is committed to providing a liveable and desirable city that the community can be proud of. We know that public toilets are important to the community – they promote healthy activity, leisure, work and social connection in parks, waterside reserves and shopping areas. Whether we are workers out and about throughout the day, shoppers, park visitors, parents with children, travellers in vehicles, on bikes or on foot – most of us need to access public toilets at some time or another.

There is no legal requirement for Council to provide public toilets, but we consider it important to ensure that facilities are provided in a coordinated way across the municipality. Other organisations, such as State Government and businesses, also provide excellent public toilets. These are important and welcome. This strategy aims to ensure that, whether toilets are provided by the Council or other parties, there are enough facilities in the right places to meet community needs.

To provide full benefit to the community, toilets need to be strategically located and accessible. They need to be cost-effective, but inviting and safe and people need to know where to find them when they want them. In consultation with the community, Council has identified some gaps between where we would like to be and where we are at present with the service we provide. These gaps are addressed in this strategy through a planned approach for management of public toilets over the next 10 years. The strategy will be reviewed in three years' time to ensure it stays up-to-date, relevant and effective.

This strategy commits to undertaking several pieces of significant work to add, upgrade and rationalise public toilets in the municipality in the next five years. Recognising that circumstances change and that priorities must sometimes change with them, we have flagged key potential developments in the second five year period. These will be considered when the strategy is reviewed in three years' time.

## 2. Where we are at present

### GLENORCHY'S PUBLIC TOILETS – WHERE ARE THEY AND WHAT DO THEY PROVIDE?

The Council currently operates 19 public toilet facilities, shown on the map on the following page. The toilets are open seven days a week. Montrose Bay and Claremont Hall toilets are currently open 24 hours a day; the others are open during daylight hours. The Council also provides other toilets that are in or next to facilities such as sportsgrounds or barbecue sites. These toilets can only be used by people using the facility at the time; they are not considered to be public toilets and are not included in this strategy.

### Recent upgrades/replacements

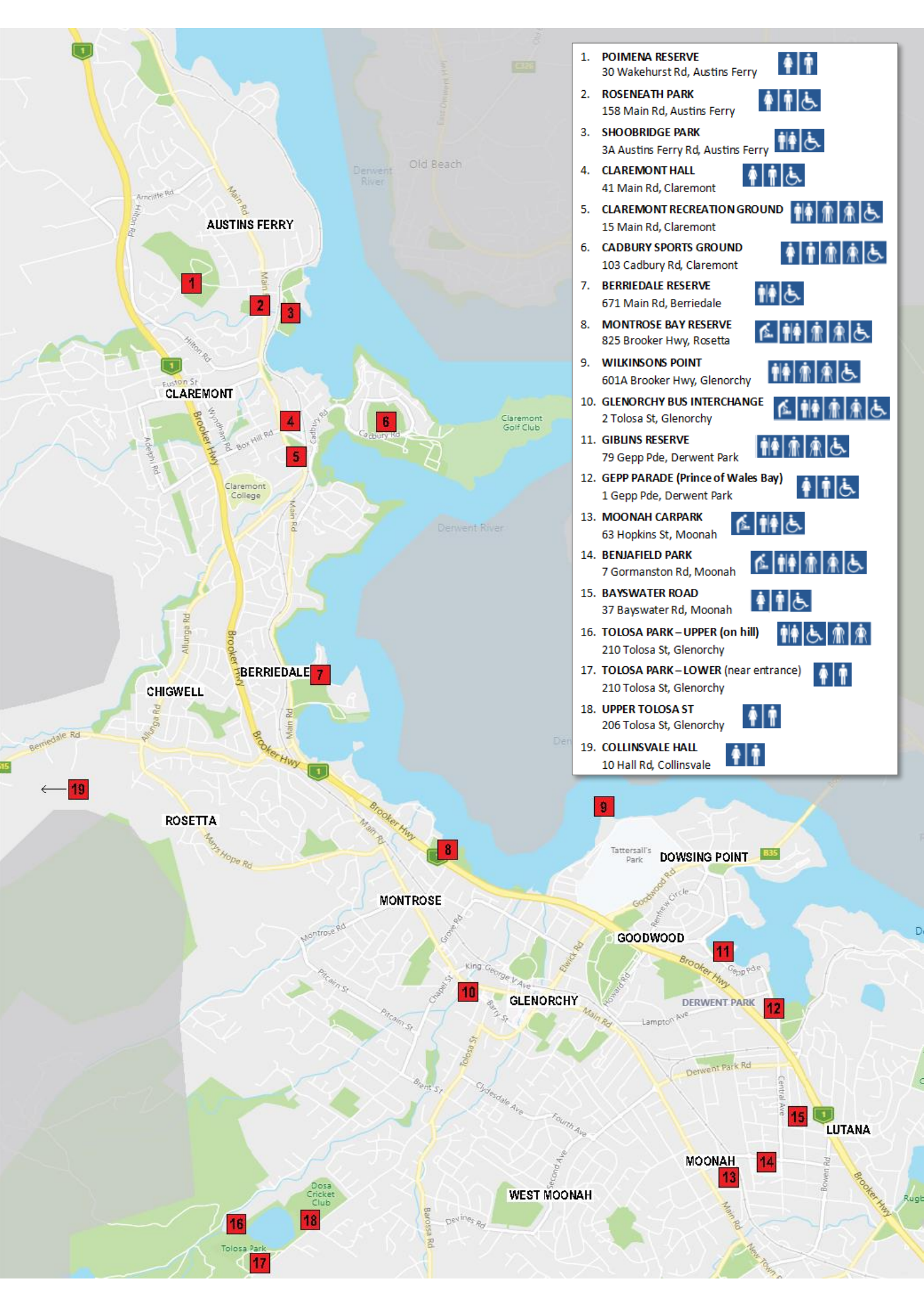
The Council has undertaken several upgrades recently including replacing the previous toilet block at Benjafield Park in 2017, replacing the Montrose Bay toilets in 2018 and upgrading the Glenorchy bus interchange toilets in 2019. All of these facilities now include ambulant and wheelchair accessible facilities, baby change tables and unisex cubicles. Each block has a semi-enclosed hand wash area that provides a level of visibility. This helps improve safety, while also giving users some privacy. They also have two or more entrances without doors which assists with hygiene.






















Left: Glenorchy Bus Interchange toilet block

Below: Montrose Bay Foreshore toilet block



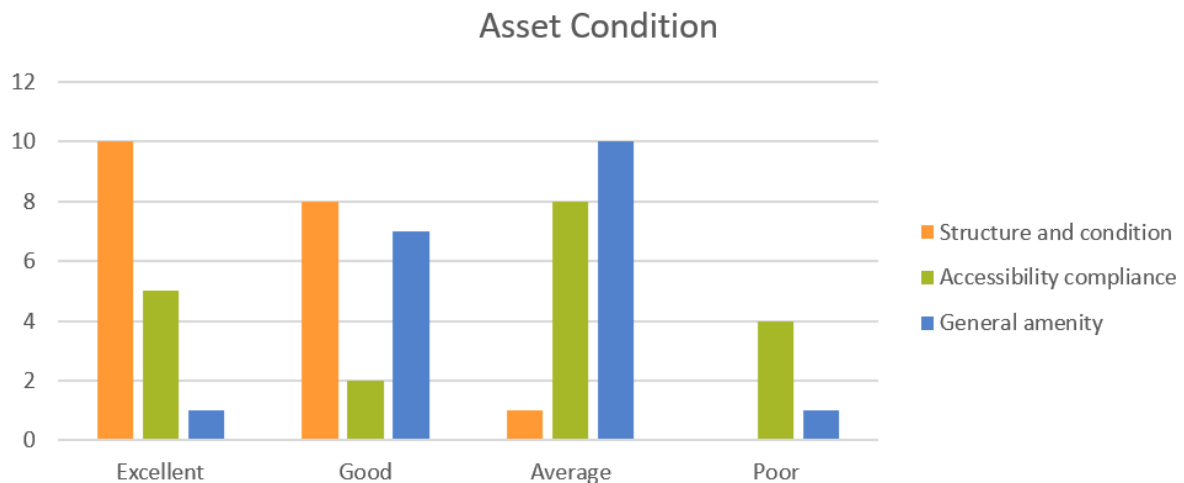


1. **POIMENA RESERVE**  
30 Wakehurst Rd, Austins Ferry 
2. **ROSENEATH PARK**  
158 Main Rd, Austins Ferry 
3. **SHOBRIDGE PARK**  
3A Austins Ferry Rd, Austins Ferry 
4. **CLAREMONT HALL**  
41 Main Rd, Claremont 
5. **CLAREMONT RECREATION GROUND**  
15 Main Rd, Claremont 
6. **CADBURY SPORTS GROUND**  
103 Cadbury Rd, Claremont 
7. **BERRIEDALE RESERVE**  
671 Main Rd, Berriedale 
8. **MONTROSE BAY RESERVE**  
825 Brooker Hwy, Rosetta 
9. **WILKINSONS POINT**  
601A Brooker Hwy, Glenorchy 
10. **GLENORCHY BUS INTERCHANGE**  
2 Tolosa St, Glenorchy 
11. **GIBLINS RESERVE**  
79 Gepp Pde, Derwent Park 
12. **GEPP PARADE (Prince of Wales Bay)**  
1 Gepp Pde, Derwent Park 
13. **MOONAH CARPARK**  
63 Hopkins St, Moonah 
14. **BENJAFIELD PARK**  
7 Gormanston Rd, Moonah 
15. **BAYSWATER ROAD**  
37 Bayswater Rd, Moonah 
16. **TOLOSA PARK – UPPER (on hill)**  
210 Tolosa St, Glenorchy 
17. **TOLOSA PARK – LOWER (near entrance)**  
210 Tolosa St, Glenorchy 
18. **UPPER TOLOSA ST**  
206 Tolosa St, Glenorchy 
19. **COLLINSVALE HALL**  
10 Hall Rd, Collinsvale 

### Asset condition

The Council undertakes regular audits of all Glenorchy public toilet facilities to monitor the structure and condition of the buildings. These include inspections of superstructure, roofing, internal walls and cladding, locks, partitions, and other features. In August 2019, staff undertook an additional inspection of all toilet facilities to assess provision and suitability of accessibility and ambulant toilets as well as general amenity (signage, internal layout, safety, light, ventilation, ancillary features, etc.).

The graph below summarises how the facilities rated (by number of facilities).



### LEGISLATIVE CONTEXT

There is no legal obligation for the Council to provide public toilets, but of course if we do choose to provide these facilities there are laws we must comply with. These relate to building construction and maintenance, health, safety and access. These include the *Tasmanian Building Act 2016*, the National Construction Code 2019, the *Disability Discrimination Act 1992* and the Disability (Access to Premises – Buildings) Standards 2010. Details of these requirements are included in Appendix 3.

### COMMUNITY SATISFACTION AND CONSULTATION

#### Customer satisfaction survey 2019

In early 2019, Metropolis Research undertook a survey of a sample of residents in the municipality to gauge community satisfaction with a range of services. The provision and maintenance of public toilets rated 8.9 out of 10, meaning that residents rate the importance of public toilets highly (as do Tasmanians more widely). Glenorchy residents rated their satisfaction at just under 6/10, which is a little lower than the average rating across Tasmania.

#### Public toilet survey 2019

In August 2019, the Council undertook a public survey to get more specific feedback from the community about usage of public toilets in the municipality and the community's perceptions of these facilities. Key points coming out of the survey were:

- Moonah CBD Carpark, Montrose Bay Foreshore, the Glenorchy Bus Interchange and Benjafield Park are most commonly visited facilities.
- Most respondents felt that shopping centres are well provided for but some felt that there are not enough public toilets in other places.



- Overall, respondents were comfortable using unisex toilets, and around 40% of respondents said that a lack of unisex facilities makes it awkward for them to take their children into public toilets.
- Most respondents felt that there is insufficient information about the location of toilets and the facilities offered.
- Moonah CBD Carpark was the facility most frequently identified as needing improvement.
- Common suggestions for improvement across the facilities in general included more cleaning (although several people acknowledged the impact of poor behaviour on the condition of toilets), provision of soap and hand drying facilities, hooks on doors to keep personal objects off the floor and toilet seats.

# 3. Where do we want to be?

## MISSION

The Council's mission is to provide safe, clean and inviting toilets in key locations for everyone to use.

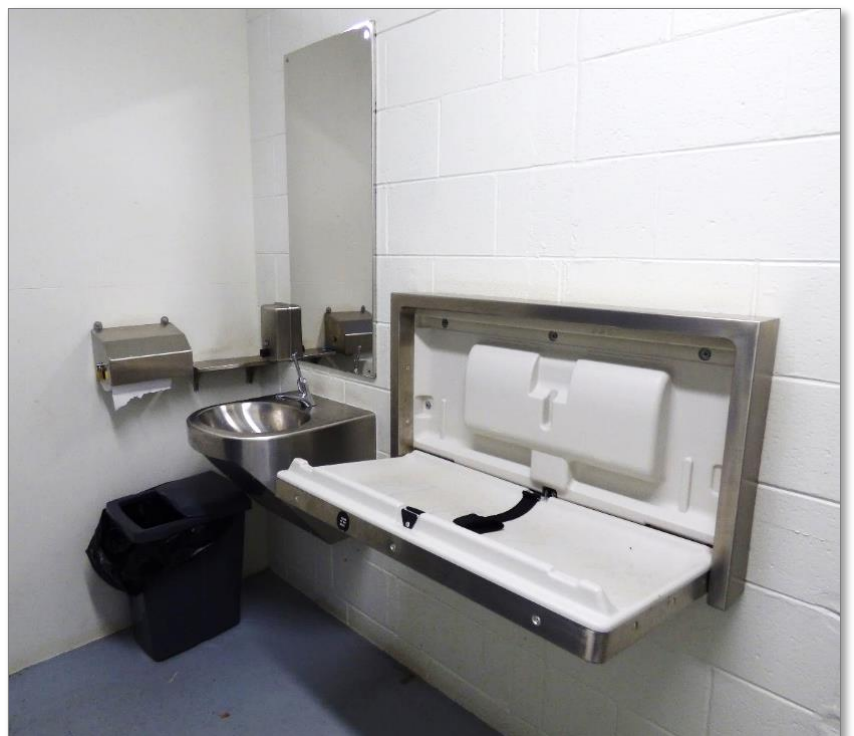
## OBJECTIVES

1. To ensure that public toilets are distributed appropriately in public places in locations of highest demand.
2. To provide clean and welcoming toilet facilities that can be accessed by everyone regardless of age, gender and ability.
3. To provide public toilets that feel safe, comfortable and convenient, and have a minimal environmental footprint.
4. To ensure the municipality's public toilets are easy to find.
5. To maximise the life and cost-effectiveness of Glenorchy's public toilets.

## Service Commitment

Within 5 years all public toilets facilities throughout the municipality will have the following facilities at a minimum:

- door hooks or other devices to keep personal items off the floor
- easy-to-operate locks on all cubicle doors
- soap and hand dryers or towels
- good ventilation
- a light interior
- sanitary bins
- non-metal seats
- clear signage
- toilet paper
- sharps container
- non-slip flooring.



## STRATEGIC CONTEXT

### Glenorchy City Council Strategic Plan 2016-25

The Glenorchy City Council Strategic Plan 2016-25 lists four Community Goals to build image and pride in Glenorchy. This Public Toilet Strategy contributes to the achievement of three of these goals and related strategies:

Goal	Objective	Strategy
Making Lives Better	Facilitate and/or deliver services to our communities	Directly deliver defined service levels to our communities
Valuing our Environment	Create a liveable and desirable City	Deliver new and existing services to improve the City's liveability
Leading Our Community	Govern in the best interests of our communities	Manage the City's assets soundly for the long-term benefit of the community

### Glenorchy City Council Asset Management Strategy 2019-2023 for Infrastructure Assets

The Council's Asset Management Strategy 2019-2023 sets out seven principles for managing Council's assets, which have guided the development of this strategy. These state that Council will:

- invest in high use areas;
- engage with the community to ensure the needs of the community are understood;
- provide services to an affordable standard, focusing on asset manuals and alternative methods of providing affordable levels of service as appropriate;
- cater for future demand, considering whole of life cycle costs and the ability to fund;
- follow best practice asset management;
- dispose of surplus assets to achieve long-term sustainability; and
- explore opportunities for shared facilities and services.

### Glenorchy City Council Annual Plan 2019/20

The 2019/2020 Annual Plan committed to developing a public toilet plan for implementation in 2020/2021 (this strategy), and signalled an intention to provide new public toilet facilities in the Moonah CBD and at Claremont Foreshore.

### Other key documents

The Glenorchy Access Action Plan 2016–2021 includes two actions which are supported by this strategy:

Action No.	Action
2.2.8	Provide additional accessible toilet facilities at the Tolosa St Reserve by 2021.
2.2.3	Investigate options for providing an accessibility map to our City to include key places of interest, facilities, services, disability parking and toilets.

This strategy will also support the aims of the Safer Communities Framework and the Successful Ageing Framework.

## CHANGING CONTEXT

Circumstances around us do not remain static and the context in which we plan for the future is always changing. At any given time, the Council has multiple projects and programs under development or review which will potentially impact on other activities. External factors, such as legislation and demographic changes also affect outcomes.

The Council's Open Space Strategy is a key document in determining the types of activities that take place on public land. This in turn influences where public toilets will be needed. The current strategy was developed in 2015 and provides general directions for management of the municipality's public open space. However further work is planned to more clearly define our public open spaces and the facilities available in these areas.

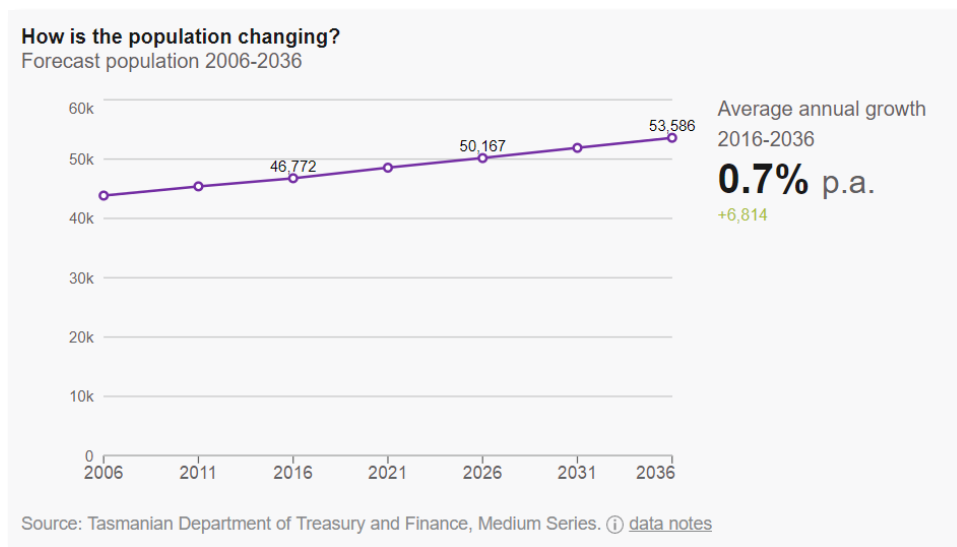
Master plans are also to be developed for some key areas. These will also inform future decisions around the locations, size and placement of public toilets, especially in the second half of this strategy period.

This strategy needs to be sufficiently flexible to adapt to changing priorities and information. For this reason, high priority works have been specifically identified and scheduled for the first five years of the strategy. However further options are proposed for consideration in the second half of the strategy period. These have not been confirmed and scheduled at this stage but will be evaluated when the strategy is reviewed (no later than three years from adoption).

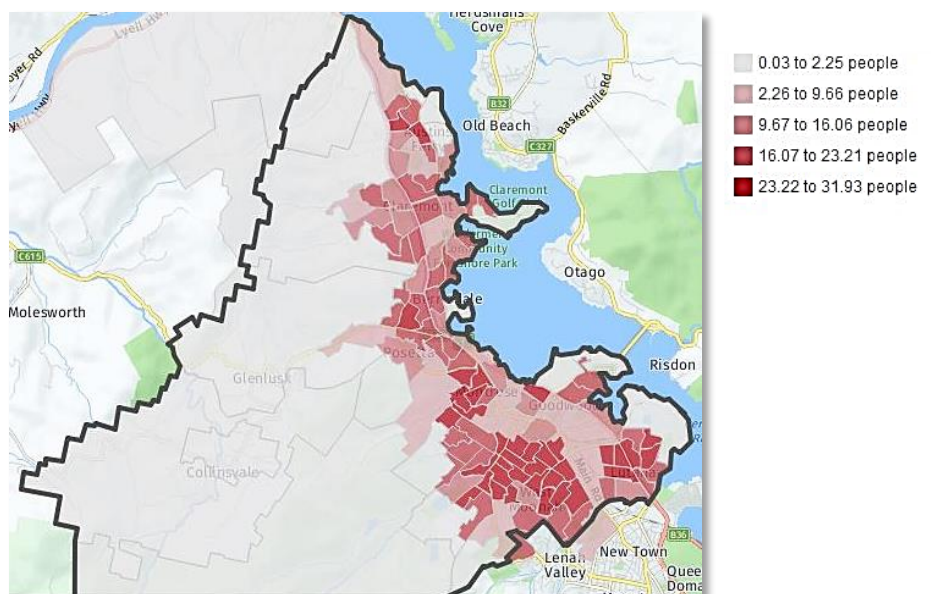
# 4. Future demand for public toilets

## POPULATION CHANGES AND DENSITY

The municipality's current population is around 48,000. Our population growth tends to be slow and steady, having increased by 0.7% on average each year over the past 12 years (lower than Australia as a whole at 1.6%). Based on these trends, we could expect to reach around 53,500 people in 2036.



Much of the municipality is sparsely populated, land is used for farming or forms part of the Wellington Range. Our denser areas lie on the eastern side along the Main Road. West Moonah has the highest density (22 persons per hectare), followed by Moonah (19), Moonah Urban Village (18) and Glenorchy Urban Village (17). These areas are planned for further growth.



## PHYSICAL CONTEXT

### *Parks and reserves*

The municipality has several key parks and reserves, popular with the local and wider community. These include:

- **Tolosa Park**, which hosts the annual Glenorchy Carols as well as other outdoor events and concerts;
- **Montrose Bay** and **GASP** (Glenorchy Art and Sculpture Park) through to **Wilkinsons Point Pavilion** – popular locations for cycling, walking and family/social activities;
- the **Windermere to Cadbury** foreshore and recreation areas, popular with walkers, cyclists and boaters, and is also the site of the Claremont War Memorial;
- **Berriedale Reserve**, which is a quiet spot but popular with dog walkers and young children; and
- **Benjafield Park**, which hosts the annual Moonah Taste of the World festival, attracting around 10,000 people.

### *Intercity cycleway*

A significant portion of the intercity cycleway runs through the municipality from the southern border to its current end point in Claremont. The cycleway is popular not only with cyclists but also with pedestrians and those using mobility scooters.

### *Possible development of a light rail corridor*

The Hobart City Deal is a shared 10 year vision between the Australian and Tasmanian Governments and the Glenorchy, Clarence, Hobart and Kingborough councils. This is proposed to include a light rail system to Hobart's northern suburbs. Should this proceed, higher levels of development may occur near to the rail corridor.

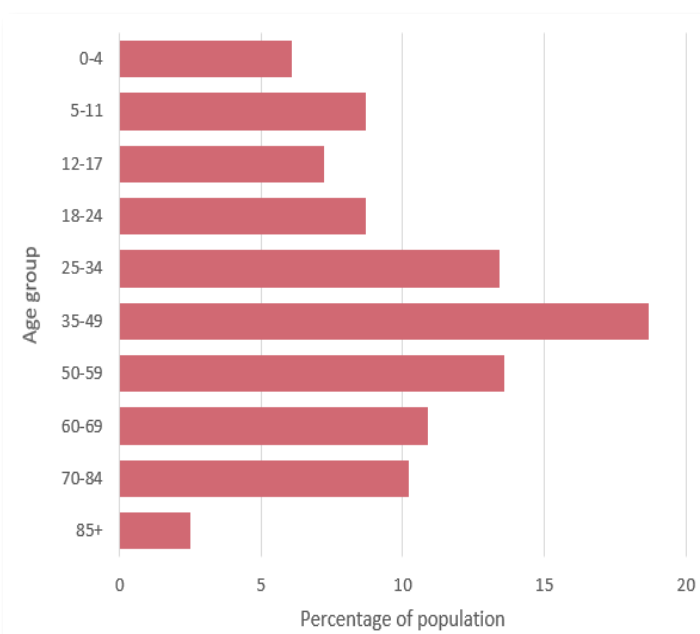
## DEMOGRAPHIC PROFILE

As for most of Tasmania, the largest chunk of our population is within the 25 to 59 age group. However, Glenorchy has a slightly younger population than Tasmania on average, with a higher proportion of 25-34 year olds and young children, and fewer "empty nesters" and retirees.

Almost 7.5% of Glenorchy residents have a disability that requires them to have daily assistance from a carer, while almost 12% of Glenorchy residents provide unpaid care to a person with a disability.

Around 11,000 residents (or 57% of those employed) travel outside the area to work. A similar number of people live outside in the municipality but work here. Around 6% of employed people in Glenorchy take the bus to work.

An estimated 1,600 people are homeless in Tasmania, with 57% of these based around Greater Hobart and the South East including 8%. We don't know how many of these people are living in Glenorchy at any given time.



Above: Age groups in Glenorchy (as at 2016).

# 5. Where do we need public toilets?

Public toilets should be distributed in key locations around the municipality where they will provide the most benefit to the most people. It is not possible to provide toilets at every potential location. We need to consider how many people use particular public spaces and how often, as well as key travel routes and what other facilities are provided nearby.

Business areas attract people for shopping, entertainment, and other activities. Most department stores, large offices, entertainment centres, shopping centres, restaurants, hotels, cafes and bars provide toilets for their patrons. While the Council provides public toilets in each of the municipality's key business areas we also expect businesses to provide for their workers and customers.

## LOCATION AND DISTRIBUTION OF PUBLIC TOILETS

The following framework will be used to determine priority locations for public toilets.

1. Public toilets are to be located in primary usage areas where demand is, or is likely to become, high. Primary usage areas include:
  - social/family recreation spaces with high usage/expected usage and longer stays;
  - foreshore land supporting multiple uses;
  - locations of frequent public events attracting high numbers of participants/visitors;
  - highest traffic, bicycle and pedestrian routes;
  - CBD areas and town centres;
  - key public transport nodes.
2. Public toilets should be located so that they are no more than 400m walking distance of any point in an area zoned "General Business" and "Central Business" (Moonah, Glenorchy and Claremont CBDs).
3. In determining appropriate locations, consideration will be given to:
  - current and potential future growth areas;
  - adequacy and proximity of existing toilets that are available to the public;
  - risk of excessive and costly damage due to anti-social behaviour in that location;
  - whether provision of a toilet block will progress the objectives of the Open Space Strategy or other Council strategy;
  - opportunities to incorporate public toilets within major developments, such as supermarket and large retail complexes that are publicly accessible;
  - other factors including pedestrian barriers such as main roads, creeks and train lines, and ease of access.
4. Temporary toilets are to be provided in locations for infrequent events, markets and festivals where the location has low usage at other times. These may be provided by the Council or required of event holders, e.g. as a condition of a property license.

### Third party provision and partnerships

From time to time there may be opportunities to increase third-party provision through partnership arrangements. New businesses that are likely to encourage the public to spend time in business areas will be encouraged to incorporate public facilities into their planning.

#### *Community Toilet Schemes*

In a community toilet scheme, local businesses and other private venues make their toilets available for use by the general public with no obligation for users to purchase anything. In return, the Council pays the businesses for the additional cost of cleaning and maintenance.

This scheme can provide several benefits, and has been generally successful in the UK, where it is common. However, availability of toilets tends to be limited to business opening hours or, if open later, may be venues that are not suitable for everyone, for instance children. The scheme may be most effective in larger cities and to date there has been slow uptake in Australia. However, implementation of this scheme, even in a small way, could be a useful supplement to the available facilities. Moonah business area, in particular, may benefit from additional facilities in more locations to ensure adequate facilities within a convenient walking distance.

### POTENTIAL LOCATIONS FOR TOILET FACILITIES

Council staff undertook an analysis of existing and potential locations based on the framework above. This showed that there is generally a good distribution of public toilets in the municipality, but some locations were identified where new facilities may be warranted. Of these, two been identified to be progressed within the first five years of strategy implementation.

- *Windermere Foreshore*

Windermere Bay is a popular spot for locals and visitors. It has a children's playground, picnic tables, walking and cycling areas and attractive views. The Claremont War Memorial is located on the reserve, which hosts the local Anzac Day service. Provision of a new facility in this area has been scheduled for the 2023/2024 financial year.

- *Chigwell Sports Ground*

A new sports complex is planned to be developed at the Chigwell Soccer Ground, scheduled for completion in 2021/2022. This will include change rooms and a function centre and will also include a public toilet facility.

There are also opportunities for toilets in other Council facilities to be made open to the public. This is currently the case at Collinsvale, where the hall facilities are also open to the public. The Council also provides excellent facilities in the Moonah Arts Centre that can be accessed by the public during open hours.

#### **Other locations for future consideration**

Other locations have been identified that may be suitable for new toilet facilities in the second half of the strategy period (i.e. between 2025 and 2030), subject to open space planning and other considerations. These include the following.

- *Austins Ferry*

There are currently no public toilet facilities available in the municipality north of the Poimena reserve. This area is expected to grow over the period of the strategy with new land developments. The Hestercombe Reserve/Goulds Lagoon area provides opportunities for recreation, family gatherings, appreciation of nature as well as proximity to the foreshore area. A



new toilet facility in this general location will be considered as Council's open space planning develops.

- *Chapel Street*

Opened in April 2019, the Chapel Street Dog Park is becoming a popular recreation spot for dogs, their owners and other community members. There is no public toilet within the vicinity, and a facility at or near this location may provide benefits for park users and others.

- *West Moonah*

There are currently no public toilets in the West Moonah area with one or two parks and reserves that may be appropriate locations depending on how they evolve over time. These include the Jim Bacon Memorial Reserve and the Amy St Reserve as well as Coinda Park. Both Jim Bacon and Amy St reserves are likely to be further developed for social and family recreation while Coinda Park is an appealing local reserve with picnic tables and a playground that attracts family and community activities.

- *West Claremont*

Abbotsfield Park previously had a public toilet facility but persistent issues with vandalism resulted in its closure to the public. However, there are no other public toilets in this general vicinity and Council will be reviewing the future directions for open space in this area. Depending on the outcome of this review, it may be appropriate to provide a facility in West Claremont in future, at Abbotsfield Park or elsewhere.

- *Lutana*

There are currently no public toilets in Lutana. The area contains some open space areas that do not currently meet the guidelines for public toilet facilities, however the need for public toilets will be reassessed when the strategy is reviewed in three years time.

## RATIONALISATION

An important part of ensuring that toilets are provided where they are needed is identifying toilets that are not located appropriately. The cost of maintaining existing toilets that do not meet Council and community objectives is not a good use of public resources. The savings from maintaining redundant facilities can be used to manage facilities in better locations. The Council has developed criteria to ensure that there is a clear process for identifying any facilities when they are no longer required.

## CRITERIA FOR CLOSURE OF PUBLIC TOILETS

Public toilets will be considered for decommissioning or closure in situations where:

1. there is another public toilet serving the same area which is easily accessible;
2. usage is very low and no significant increases in activity levels are anticipated in the area;
3. the area has low pedestrian activity;
4. the location is subject to high levels of vandalism and/or anti-social behaviour;
5. the cost of maintenance is excessive or unjustifiable.

In deciding whether to close a facility, the Council will take into consideration that in some circumstances public toilets may be underutilised because of their condition and consider options to closure.

## PROPOSED CLOSURES

Council has identified three toilet blocks that meet the above criteria. The following facilities are proposed to be closed to the general public.

- *AYC Netball Centre (Bayswater Road, Moonah)*

This facility is part of the AYC Netball Centre building but has external access allowing public access to the toilets. Located in a primarily residential area, the toilet block has low levels of usage.

- *Tolosa Park – external toilet block (top of Tolosa Street, outside the park)*

There are three public toilet facilities in and around Tolosa Park: a lower block not far from the main entrance, an upper block at the top of the main drive and an external block on upper Tolosa St at the bus-turning circle. All three require work to improve their condition and facilities. The lower toilet block, which is in a very good location, has good visibility and is adjacent to a car park, has been scheduled for a major upgrade (see Section 6). Once the lower block upgrade is complete, Council intends to close the external block to the public which is poorly laid out and would require significant works to bring it up to standard, which would not be justified given the proximity of the lower Tolosa Park block.

- *Claremont Hall*

Claremont CBD is well supplied with public toilet facilities for its size. This facility is not required as there are other facilities in easy walking distance including the toilet block on the Claremont Recreation Ground and the public toilets in the nearby Plaza. Council also intends to construct a new block on Windermere Foreshore.

As well as these, the previous toilet block on the Claremont Recreation Ground has been replaced by a newer facility. The old block has been closed for some time and is therefore scheduled to be removed.

Council will also review the provision of a public toilet at Wilkinsons Point once the future of the precinct becomes clearer. At this stage, there is no intention to close the toilets to the public but changing circumstances may prompt a reassessment of the service provided in this location.

## POTENTIAL OPPORTUNITIES FOR RATIONALISATION

Further opportunities for rationalisation may be considered depending on future open space planning and development of master plans. The following facilities are currently identified for review in the second half of the strategy period (years 2025/26 to 2029/30).

- *South Austins Ferry*

The southern half of Austins Ferry has five parks and reserves in close proximity. Two of these (Weston Park and Austins Ferry Bay reserve) do not have public toilet facilities, while the remaining three (Poimena reserve, Roseneath Reserve and Shoobridge Park) do. Each of these existing toilet blocks requires work over the next 10 years. The Poimena Reserve toilet block is very dated and provides limited facilities. There are no access toilets and the building is poorly located. The toilets at Roseneath Reserve and Shoobridge Park are within close proximity of each other and the Roseneath facility requires modifications to improve its functionality.

Proposed work to review open space planning will provide a timely opportunity to consider rationalisation and improving the service, potentially replacing the existing three toilet blocks with two improved facilities in strategic locations.

- *Tolosa Park – upper toilet block*

The Tolosa Park upper block is currently the only facility at the park with a wheelchair accessible toilet. However, the block is poorly located and has drainage issues. Once the lower block upgrade is complete with an accessible toilet, it may be appropriate to remove or replace the upper block. A review is to be undertaken once a master plan for the Park has been developed.

## ACTIONS

### Council will:

- provide new toilet facilities at Windermere Foreshore and Chigwell Sports Ground within five years;
- consider developing additional toilet blocks at Austins Ferry, Chapel Street, West Moonah, West Claremont, Lutana in the second half of the strategy period;
- close redundant public toilet facilities at Bayswater Road (AYC Netball Centre), Claremont Hall, Claremont Recreation Ground (old block) and the toilet block outside Tolosa Park;
- consider rationalising public toilet provision around Shoobridge Park/Roseneath Park and in Tolosa Park in the second half of the strategy period;
- take other opportunities as they arise to work with others to facilitate the provision of public toilets in the municipality, including exploring opportunities to develop a community toilet scheme, promoting development of public toilets with large development applications and agreements for shared development of new facilities;
- continue to make Moonah Arts Centre toilets and other toilets in Council facilities available to the public where feasible.

Full details of planned works can be found in Appendix 1 and a schedule of costs in Appendix 2.

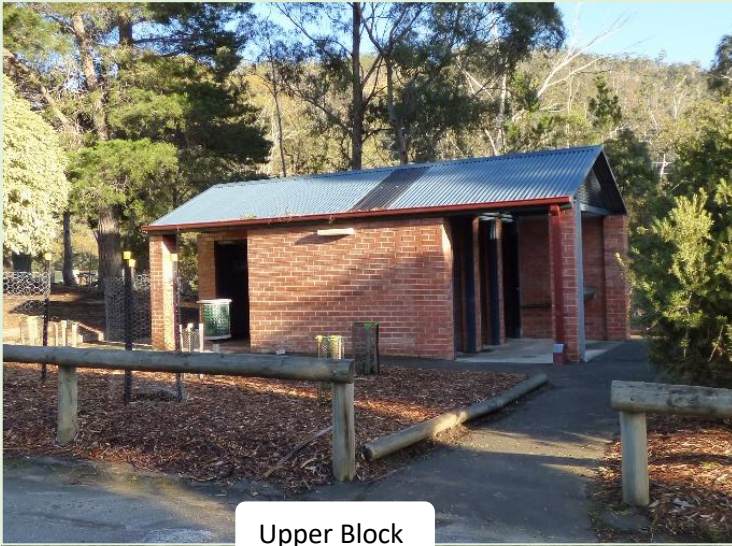
# Tolosa Park Public Toilets

Top left: Upper block

Centre: Aerial view of park with locations

Bottom left: Lower block

Bottom right: External block (upper Tolosa St)



Upper Block

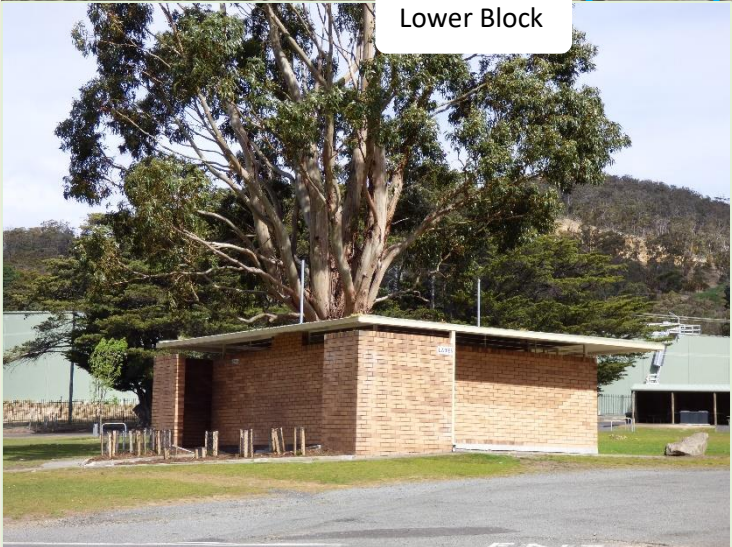


Park entrance

Lower Block



External Block



# 6. Replacements and upgrades

Most of the public toilets in Glenorchy are in good locations and continue to be needed to meet demand. Appropriate levels of maintenance help prolong the life of facilities but as their condition worsens over time there inevitably there comes a point when the cost of maintenance becomes unjustifiable. The Council has developed the following guidelines to determine the circumstances under which a toilet facility will be upgraded, refurbished or replaced.

## UPGRADE OR REFURBISHMENT OF EXISTING PUBLIC TOILETS

Existing facilities will be *refurbished or upgraded* where the following criteria are met:

1. the location of the existing facility is appropriate as set out in Section 5; but
2. the existing facility is not 'fit for purpose' and does not meet user requirements including disability access;
3. the existing facility is in a poor physical condition and is costly to maintain; and
4. failures identified can be rectified cost effectively through refurbishment or upgrade (i.e. the lifecycle cost of the refurbished facility is less expensive than constructing a new facility).

Matters to be considered in determining if a facility is fit for purpose include:

- if the design and location/orientation of the facility aligns with Crime Prevention Through Environmental Design (CPTED) guidelines to provide safety;
- if the capacity is adequate for the location and usage of the facility;
- whether the facility is inclusive for diverse groups of people and different needs (e.g. differences by gender, physical ability, age, parenting needs, etc.);
- If the facility has good environmental performance;
- whether the condition of the facility might deter users.

## Replacement of existing public toilets

Existing facilities will be *replaced* where Criteria 1-3 above are met but where the facilities cannot be economically refurbished/upgraded.

## PROPOSED UPGRADES AND REPLACEMENTS OF EXISTING TOILETS

In August 2019, an assessment of the structure, condition and amenity of existing toilet facilities was undertaken. Several facilities were identified as approaching their "use-by dates" in their current state. In the first half of the strategy period, the Council intends to undertake works to upgrade or replace the following facilities:

- *Moonah CBD Carpark*

The existing facility is a frequently used toilet block but it is small, poorly laid out and is susceptible to vandalism. A larger, more modern and well designed facility in Moonah is considered a priority. This may be in the current location or on an alternative site. Council will investigate potential locations with the intention of developing a new facility in 2021/2022.



AYC Netball Ctr



Benjafield Park

Woolworths

Banjos

Moonah Arts Ctr

Moonah CBD

Moonah carpark block



## Moonah Public Toilets

Top left: Benjafield Park

Top Right: AYC Netball Toilet Block, Bayswater Rd

Centre: Aerial view of Moonah CBD and surrounds

Bottom left: Moonah CBD Carpark

- *Gibbins Reserve*

This toilet block is uninviting and poorly placed as it is on the opposite side of the access drive to the playground and other facilities. The amenities are very basic while the wheelchair accessible toilet, in particular, requires improvement. Council intends to remove the building and replace it with a contemporary block in a more convenient location.

- *Tolosa Park Lower Toilet block*

This toilet block is in a good location but is poorly laid out. The interior of the building is roomy but the amenities are limited and there are no wheelchair access or ambulant facilities. Council intends to redesign the facility to provide a more contemporary design with increased capacity, accessible facilities and a parenting room.

To be replaced –Gibbins Reserve toilet block (left) and Moonah CBD Carpark toilet block (right).



## POTENTIAL REPLACEMENTS AND UPGRADES

Four facilities have been identified for review within the second half of the strategy period as follows.

- *Cadbury Sports Ground Toilet Block*

This toilet block is around 40 years old and was designed for the standards of the day. It no longer complies with disability access requirements. Access and safety could both be improved by some changes to configuration and external structure.

- *Poimena Reserve*

This facility was constructed in 1976. The facilities are somewhat basic, it has no wheelchair access, ambulant facilities or baby change tables. The building is situated on a hillside and access for wheelchairs or those with mobility issues would be challenging. Council will consider options for this toilet block in the second half of the strategy period.

- *Berriedale Foreshore*

This facility was originally built in 1977. The layout is poor and the amenities are basic. The building could be removed and replaced with a more contemporary and inviting facility better suited to the location.

- *Collinsvale Hall*

This toilet block is situated within the Collinsvale Hall building. It has both internal and external access to allow it to serve the general public as well as hall users. Generally speaking, there is not a high demand for this facility except for events, when its capacity is stretched. It has no wheelchair accessible or ambulant facilities and the layout does not allow for easy modification. The external access is narrow and uneven. Council will explore the feasibility of constructing a separate public toilet block in the area and closing the hall toilets to the general public.

### Minor modifications

Minor modifications will be undertaken as and when required. Following the Council's Condition and Amenity Assessment this year, the public toilets at Claremont Recreation Grounds and Gepp Parade (Prince of Wales Bay) have been identified as requiring minor modification. In addition, the Council will install bicycle rack/rails next to or near to public toilets where needed.

### Benjafield Park

The old toilet block at Benjafield Park is rarely used; generally it is opened for Moonah Taste of the World but otherwise the facility is kept closed. There is a need to review the use of this block as well as the current car parking area which is small and difficult to manoeuvre.

## ACTIONS

### Council will:

- upgrade the Lower Tolosa Park toilet block;
- replace the existing toilet facilities at Giblins Reserve and Moonah car park;
- consider upgrading/replacing existing facilities at Cadbury Sports Ground, Poimena Reserve, Berriedale Foreshore and Collinsvale Hall in the second half of the strategy period;
- undertake minor modifications to improve the amenity of existing toilets as needed, prioritising works at Claremont Recreation Grounds and Gepp Parade.

Full details of planned works can be found in Appendix 1 and a schedule of costs in Appendix 2.



# 7. Access

Public toilets are intended to benefit all members of the community. This includes young children and the elderly, people with various mobility aids (e.g. crutches, walking sticks, walking frames, wheelchairs and mobility scooters); and parents with prams and pushchairs to name a few. Barriers that may prevent people using or feeling comfortable using public toilets include physical barriers to access (such as narrow doors or tight corners, insufficient cubicle space, etc.); lack of aids or equipment; poor layout, fittings/fixtures that are difficult to manage; or restrictions on who can use the facility (for instance, baby change facilities that are only available to females).

## DISABILITY

Access requirements have changed over time and toilet blocks that complied with requirements when they were developed may no longer meet today's standards. Current laws specifying inclusive access requirements for design, construction and modification of public toilets include the Disability (Access to Premises – Buildings) Standards 2010, together with the Building Code of Australia (BCA) and Australian Standard AS1428 (see Appendix 3 for more information).

At present, we have four public toilet facilities that do not have wheelchair access toilets: Poimena Reserve, the lower toilet block at Tolosa Park, Collinsvale Hall and the toilet block on upper Tolosa Street (external to the park). Some other facilities have accessible toilets provided but these do not fully comply with current standards – Cadbury Sports Ground, Giblins Reserve, Shoobridge Park and the upper block at Tolosa Park. Less than half of our public toilets have ambulant facilities for those who do not require wheelchairs but require support, such as rails.

Small door latches can be difficult to manage, especially for those with restricted manual dexterity. Doors opening into cubicles can be difficult to open if there is no handle and only a small latch. Additional minor modifications are needed in one or two facilities to improve ease of access.



There is currently no public adult “changing place” toilet in the municipality. These facilities can make a significant contribution to individuals with severe disability, enabling them to spend more time out and about. The facilities have specialised equipment which can be costly, however Council believes there are opportunities to work with others so that a changing place toilet may be provided. Council will undertake further investigation into partnerships and potential locations with an aim to jointly develop a changing place facility in the municipality within five years.

## GENDER AND FAMILIES

Segregated toilet blocks (i.e. separate male and female spaces) can create difficulties for parents needing to accompany a child of the opposite sex as well as for individuals who identify as non-binary. Unisex, or gender neutral, toilets support families and social inclusion. They also have the advantage of making it easier for people with visual impairment and help to avoid queues at busy times. These facilities contain private cubicles with undercover semi-enclosed hand wash areas. They have no urinals and no enclosed shared spaces (except for caregivers, parents, etc. where needed).

The municipality currently has all unisex facilities at Benjafield Park, Berriedale Reserve, Claremont Recreation Ground, Glenorchy Bus Interchange, Giblyns Reserve, Montrose Bay, Moonah Car Park, Shoobridge Park and Tolosa Park (upper block). Claremont Hall, Roseneath Park and Wilkinsons Point have unisex access toilets.

Below: Unisex toilets at Montrose Bay



However, the Council recognises that not everyone in the community is comfortable with using unisex toilets. Separate male and female cubicles may be able to be incorporated into the same overall layout depending on the size of the facility and other considerations. Council will consider providing a mix of unisex, male-only and female-only cubicles on a case-by-case basis.

Parents accompanying young children often find standard cubicles too small and the toilet pans too large. Parents with babies also need somewhere to change nappies. The Council provides baby change tables in some locations. These tend to be located in wheelchair accessible cubicles, which are unisex and spacious. This shared use can create hold-ups at busy times. Unfortunately, baby change tables are also often subject to vandalism. Separate unisex parenting cubicles with sturdy baby change tables will provide multiple benefits for parents and young children, especially at toilets located in parks and family-oriented locations.

## ACTIONS

### Council will:

- ensure that all new facilities comply with relevant legislation, standards and the Access and Inclusion Assessment Toolkit<sup>1</sup>, including at least one fully compliant facility for disability access and, where more than one cubicle is provided, an ambulant facility;
- ensure that all major upgrades, reconfigurations and toilet block replacements comply as above;
- replace existing cubicle latches that are small and difficult to use with easy-to-use alternatives and, where needed, door handles;
- undertake minor modifications to increase compliance as opportunities arise;
- explore options to facilitate the provision of an adult “changing places” accessible toilet in a key location including investigating potential partnerships or funding opportunities;
- where needed and appropriate to the location and function of the toilet block, provide a designated disability car park;
- ensure unisex cubicles are designed for privacy and safety;
- ensure a sanitary bin is installed in at least one unisex cubicle where provided for males and females;
- provide at least one unisex cubicle that can be accessed by parents/carers with children in all new facilities;
- where possible, provide separate parenting facilities, including a baby change table and at least one adult and one children’s toilet; and
- undertake minor modifications to the toilet block/external paths at Claremont Recreation Ground and the Glenorchy Bus Interchange toilet blocks;
- consider providing a mix of female-only, male-only and unisex cubicles on a case-by-case basis.

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<sup>1</sup> Clarence City Council, 2018.

## 8. Safety and security

Public safety is a high priority and includes reducing the risk of personal harm from accidents, pathogens or criminal/antisocial behaviour. Key factors that help people to feel safe using a public toilet include:

- dry, non-slip floors and high quality finishes;
- design features, fixtures or fittings that eliminate contact with surfaces after handwashing;
- opportunities to keep valuables and clothing off the floor;
- access to soap, water, and hand drying facilities;
- cleanliness and absence of risky objects such as needles lying around;
- toilets located in areas with high foot traffic and public surveillance;
- toilets that are visited regularly;
- good lighting inside and, if toilets are open outside of daylight hours, around the exterior;
- more than one entrance to the facility or doors directly off the street into cubicles;
- large, clear signage to entries, indicating gender where relevant, that is obvious on approach;
- doors that lock, and doors and partitions that extend to the floor;
- no vestibules, long shared corridors or maze-like entrances.

It is also important that the facilities are secure when not in use to prevent costly damage that can detract from feelings of safety and comfort.

Below: Benjafield toilet block – semi-enclosed handwash area with large entrances and semi-transparent screens providing visibility



Key issues identified in the municipality's public toilets are:

- some older blocks have barriers to visibility (e.g. from additional external walls or screens) – for instance, Tolosa Park lower toilet block and Cadbury Sports Ground toilet block;
- concealed entrance at the upper Tolosa Street toilet block (outside Tolosa Park);
- lack of some sanitation features such as soap and towels (most facilities); and
- low foot traffic and a mix of busy and quiet times (Cadbury Sports Ground, Collinsvale Hall).

Some of these issues are most effectively addressed at the design stage (see Section 9), while others will be resolved when facilities are replaced, upgraded or closed as planned in this strategy.

### Open hours

At present, all public toilets are open during daylight hours, except Montrose Bay Foreshore and Claremont Hall toilets, which are open 24 hours. Responses to the Council's 2019 public toilet survey indicate that the community would support longer opening hours for toilets. However, there is an increased risk of vandalism at night because of lower levels of usage and reduced visual surveillance.

At this stage, Glenorchy does not have high levels of overnight activity compared with larger cities. Improvements in anti-vandalism measures may enable the Council to keep more facilities open for longer in the future. Council will maintain a watching brief in this space.

### Access toilets and Master Locksmith Access Keys (MLAK)

Accessible toilets can be subject to high levels of vandalism. They are more spacious and have more fittings and fixtures that can be damaged. This vandalism is doubly inconsiderate as people using wheelchairs or mobility scooters do not have the luxury of simply selecting another cubicle to use.

The National MLAK system allows people with disabilities to apply for a key that can open any MLAK facility. Implementation of this system for access toilets would significantly reduce vandalism as well as enabling key holders to access the toilets 24 hours a day. However, this system has some disadvantages. Those wishing to use the toilets must obtain or access a key in advance or face the possibility of having nowhere to go. Also, locking accessible toilets could create problems for parents as several of our access toilets contain the facility's baby change table. The Access Committee, which represents people with disabilities in the municipalities has indicated that it would prefer not to introduce the MLAK system. For these reasons, the Council will not introduce the system significantly high levels of vandalism or antisocial behaviour justify their implementation at particular facilities.

## ACTIONS

### Council will:

- incorporate principles of Crime Convention through Environmental Design into designs for new facilities as covered in Section 9;
- incorporate a safety assessment when planning any major upgrade or refurbishment of an existing toilet block;
- provide a range of ancillary features to improve sanitation – hooks on doors, soap dispensers, paper towels and toilet seats in all toilets;
- monitor vandalism rates and review open hours annually; and
- monitor developments in crime prevention technology.

# 9. Design and sustainability

In almost all cases, it is more cost-effective to design a building right than it is to remedy issues later – and much better than having to “live with” unsatisfactory situations that might have been avoided. Good design has made a significant contribution to improved public toilet facilities over recent years, including how welcoming, safe and comfortable they feel, their environmental sustainability, length of their useful life and how much maintenance and cleaning they need.

## CURRENT TRENDS IN BUILDING DESIGN

Design trends change over time as new ideas, innovations and technologies become available. Current design trends have moved away from ‘traditional’ concepts, in which toilet facilities were often poorly lit, inadequately ventilated and had maze-like entrances.

Newer toilets typically use space more effectively and are located in prominent, higher use areas. They have fewer but more accessible cubicles that are often unisex, to help minimise queueing, support parents of children of the opposite sex and, as long as they meet privacy requirements, provide more equitable access.

An important change in toilet design is the removal of solid external walls or screens and vestibules. This minimises concealment and creates a safer feeling. Cubicle doorways often open directly to the street with wash areas in full public view or behind semi-transparent screens. Shared handwash areas located outside the building or in partially-enclosed spaces without doors ensure that no surfaces need to be contacted after hands have been washed.

Contemporary facilities tend to be designed so they have good natural light, are well ventilated and are clearly identifiable from some distance. Facility design and fittings are more environmentally sustainable and resistant to damage. Exterior styles and colours vary from “simple-but-elegant” to “toilet-as-public-art” or, in environmentally sensitive locations, a more natural look that blends in with the surroundings.

There is a trend towards using prefabricated buildings and, in many cities, fully automated toilets. However, fully automated toilets are relatively expensive to provide, are energy intensive and some users are uncomfortable with them – they are not considered suitable for Glenorchy.

Facilities can also provide services more broadly than just toilets. For instance, the need for showers should be considered as part of the design process where a need is identified by open space planning. The changing places toilet in Glenorchy central and the lower Tolosa Park toilet block are likely to be appropriate sites for shower facilities.

## CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN

Opportunities for crime or anti-social behaviour can be reduced by positioning buildings to ensure good visibility of entrances. Vandalism can be reduced by incorporating non-flammable materials and fittings and fixtures with minimal movable parts. Some fixtures can be positioned flush with or hidden behind walls where they cannot be damaged. Internal surfaces and fittings need to be easy to maintain, clean and replace, and difficult to deface, damage or stain.

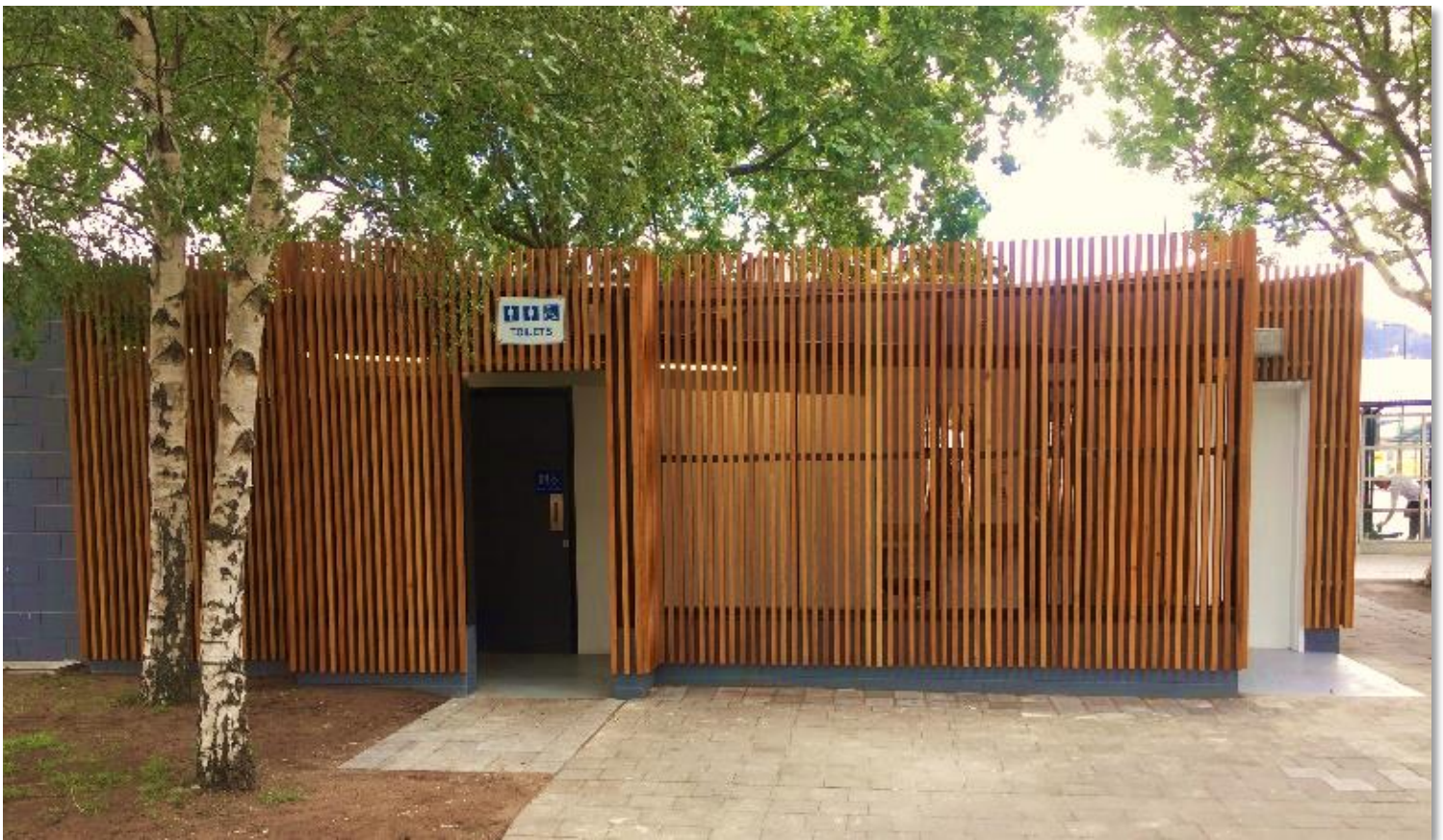
At the same time, it is important that the facility still feels welcoming to the wider community, who are not vandals.

### Siting

Factors to be considered when siting a public toilet include:

- does the location maximise visibility and public surveillance;
- access for maintenance and servicing;
- proximity of vegetation, seating or other objects that could encourage loitering nearby;
- environmental and cultural heritage values;
- proximity to thoroughfares and carparks;
- opportunities for an accessible path of travel for people using a mobility device.

Below: Glenorchy Bus Interchange toilet block – redesigned to include crime prevention features



### ENVIRONMENTAL SUSTAINABILITY

Key environmental considerations to be considered in designing public toilets include:

- **Construction materials:** Sustainability of materials includes not only how materials are sourced and transported, but also whether they are renewable, what by-products are generated in their production and transportation, and how long they will last. Where possible and practical, buildings or construction materials should be considered for re-use or recycling when they are no longer required for their original purpose.
- **Build quality:** Facilities should be built to last and to minimise maintenance. This saves on replacement materials and energy.

- **Water usage:** Water can be wasted through leakage, poorly designed fixtures and fittings or malfunction/damage (running taps, cisterns, etc.) Dual flush mechanisms, spring-loaded taps and other fixtures minimise water wastage (along with prompt reporting of issues, covered by strategies in Section 11).
- **Energy:** Efficient energy use helps reduce emissions. Energy usage in our public toilets is generally low as on the whole they are well lit with natural ventilation, most are closed outside of daylight hours and electric hand dryers are not provided.
- **Paper:** Toilet facilities use significant quantities of paper. Most of the toilet paper and paper towels currently provided in Glenorchy public toilets are made from recycled paper. This will increase to 100% with the introduction of standardised paper dispensers.

## KEY ISSUES

Key issues affecting our older toilet blocks include:

- poorly laid out interiors with ineffective use of space, limiting the amenities that can be provided. For instance, there is no accessible toilet in the lower Tolosa Park toilet facility although there is ample space to provide one if the interior is reconfigured;
- placement, layout or features that could encourage “lurking”, creating a feeling of being unsafe – poor placement of entrances, unnecessary additional walls on the outside of the building that reduce visibility, etc.;
- exterior and interior finishes that do not provide a welcoming or comfortable feel;
- fixtures susceptible to vandalism (e.g fold-away baby tables).

These issues have been significantly reduced with more recent toilet facilities, such as the Glenorchy Bus Mall Interchange and Montrose Bay toilet blocks, through better design and construction.

## ACTIONS

### Council will:

- review the layout of existing toilets when undertaking major upgrades and reconfigure as needed, commencing with the reconfiguration and upgrade of the and Giblins Reserve and lower Tolosa Park toilet blocks;
- improve exterior and interior finishes with upgrades and modifications where practicable to ensure facilities are inviting as well as robust and are easy to maintain;
- design new facilities to ensure space is used most effectively and that finishes are durable but attractive;
- continue to incorporate principles of Crime Prevention Through Environmental Design and Ecologically Sustainable Design into planning of new facilities;
- ensure ample lighting and ventilation in all new designs and major upgrades;
- incorporate sustainable features and technology with upgrades and minor works as appropriate;
- consider the need for public shower facilities as part of ongoing open space planning; and
- keep abreast of research and innovations in design ideas and technology.



# 10. Information and promotion

A public toilet is only useful if we know where it is when we need it. In our 2019 community survey of public views on our toilets, almost two thirds of respondents said there was not enough information about where toilets are located and the facilities they offer.

There is a clear need for more and better signage so that people can find facilities while out and about. There are also times when we need to plan our activities before leaving home. In particular, those of us with small children, who are older, who are pregnant or have particular health conditions or disabilities often need to know in advance where toilets are. Up-to-date information that can be accessed remotely is therefore also essential.

There is also an opportunity to use public toilet facilities to *provide* information. As well as signage promoting responsible behaviour and reporting of issues (discussed in more detail in Section 11), information promoting local events, displaying community messages or advertising local services can be displayed (for instance, using notice holders installed on cubicle doors).

## ON-SITE AND OFF-SITE INFORMATION

### Signage

*Way-finding* signage needs to be prominent, strategically located from nearby thoroughfares and in a standard format. As well as pointing in the correct direction, it is useful in many instances for signage to indicate the approximate distance to the facility.

*Signage on buildings* must be sufficiently prominent to identify the toilet block from a medium distance (50-80m). Signage outside toilet cubicles or rooms should specify the amenities provided and any restrictions (e.g. male/female, wheelchair accessible, baby change table, etc.). These should be placed at a height meeting access guidelines, in a location that is visible whether doors are open or closed and include a braille translation.

*All signage* should be in a consistent format that is commonly recognisable to both local people and visitors. It should have strong colour contrast and incorporate symbols.

### Council website

The Council maintains details of the municipality public toilets on the Council's website: (<https://www.gcc.tas.gov.au/planning-and-development/maps-and-data.aspx>).

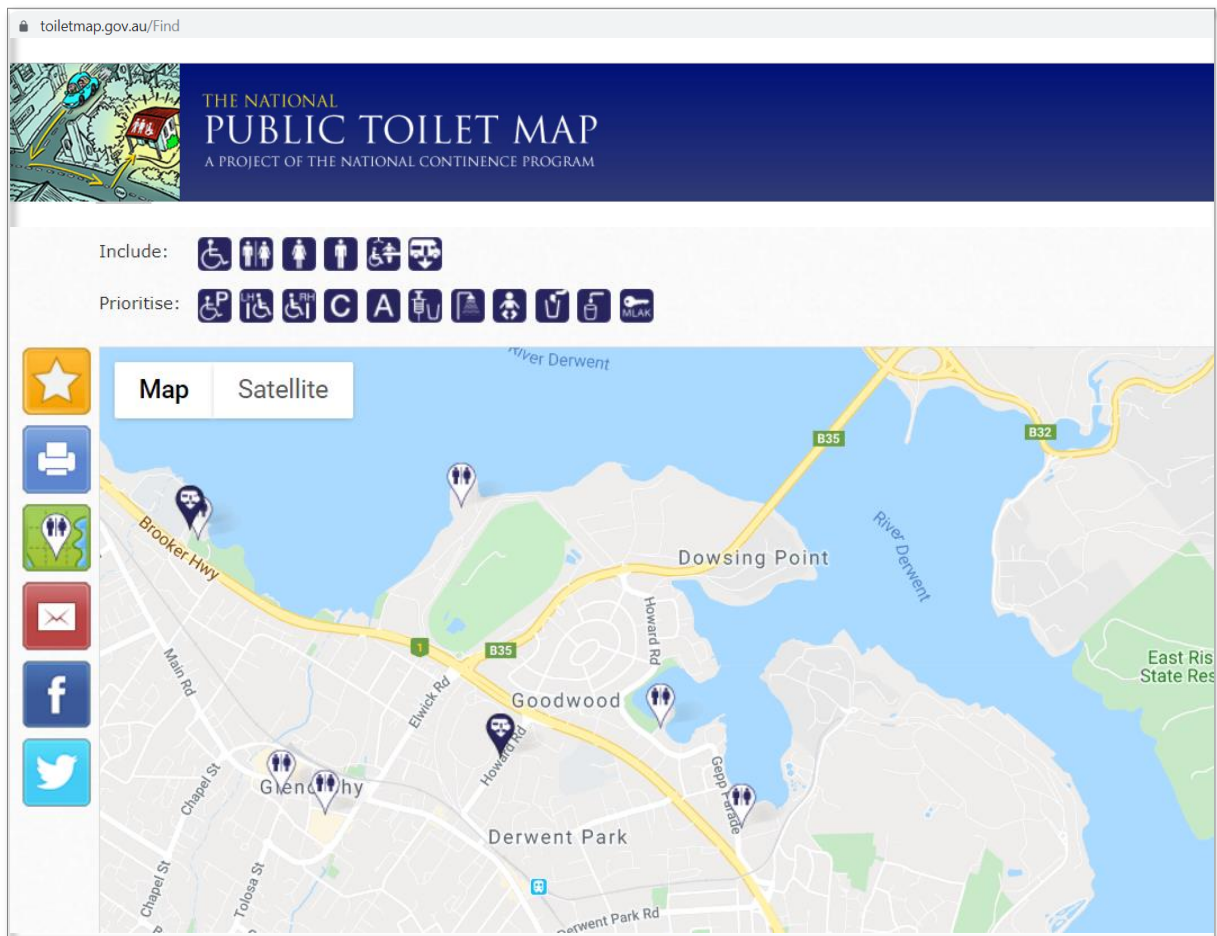
This shows the location of each toilet, the types of facilities provided, and toilet open hours.



### The National Public Toilet Map

The National Toilet Map (<https://toiletmap.gov.au/>) provides online information on over 19,000 publicly available toilets across Australia, including accessibility, opening hours and amenities provided. This is an excellent source of information as it includes not only toilets provided by Council but many others as well. The official National Public Toilet Map App can also be downloaded to mobile devices. However, it is only as useful as it is up-to-date. As some changes are proposed through this strategy, it will be important to ensure that information on the municipality's toilets remains up-to-date going forward.

Below: The National Public Toilet Map is available online or as a mobile app.



### CURRENT SITUATION

The Council and National Toilet Map websites are presently up-to-date, but directional and building signage associated with public toilets is inadequate. Way-finding signage is needed for most of our public toilets, both from nearby street corners and from the cycle track. Most facilities do not have clearly visible signage on the exterior identifying them as a public toilet. Signage for gender and amenities (accessible toilets, baby change table, unisex, etc.) is generally present and adequate although a few facilities have inconsistent signage, lack braille or have signs that are not placed appropriately. Currently none of our toilets include signage advising the open hours.

## ACTIONS

### Council will:

- install wayfinding signage on nearby thoroughfares including the Glenorchy section of the intercity cycleway, park entrances and other locations as appropriate for all public toilets as needed;
- install prominent signs on toilet facilities identifying the building as a public toilet;
- install signs on public toilet facilities advising of the open hours;
- ensure that all signage is consistent with relevant standards and the Access and Inclusion Assessment Toolkit;
- ensure that the Council website and National Public Toilet Map are kept up-to-date with any changes to municipality public toilets;
- utilise emerging technologies to promote Council public toilets as opportunities arise and where appropriate;
- update Council's Parks and Reserves Signage Manual to meet the requirements of this strategy; and
- explore the costs and benefits of installing notice holders on cubicle doors for use by Council and potentially others to communicate information on local events, services and community messages.

# 11. Management and cleaning

Regular cleaning and maintenance are essential to providing a good service to the community as well as extending the life of assets. The Council spends approximately \$150,000 on cleaning and maintaining the municipality's public toilets each year. Around \$100,000 of this is spent on scheduled maintenance and cleaning, with the remaining \$50,000 allocated for responding to issues as they arise.

Council staff monitor the condition of the public toilets regularly. All toilet blocks are cleaned and stocked at least daily. The Glenorchy Bus Interchange and Moonah CBD Carpark are cleaned twice daily while the Montrose Bay toilet block is cleaned three times daily. Reports of significant damage or mess are responded to as soon as possible.

Most of the toilet facilities are cleaned through a contracted service, however cleaning of the toilets within Tolosa Park is managed by Council staff. Regardless of the arrangements for managing any particular facility, it is important that toilets are cleaned to the same standard and are audited regularly to ensure adherence to standards and schedules.

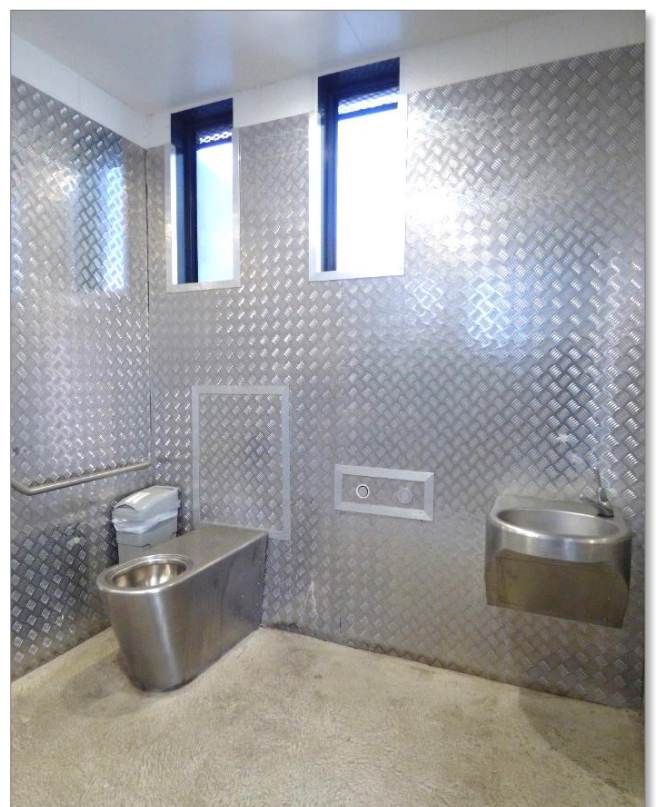
In 2019, Council staff reviewed work tickets (i.e. unscheduled incidences of damage, malfunction or mess requiring prompt attention) generated over a 6 year period. Moonah Car Park and the Glenorchy bus interchange generated the highest numbers of incidences by a significant margin, followed by Benjafield Park and Montrose Bay foreshore.

## VANDALISM AND ANTI-SOCIAL BEHAVIOUR

Vandalism and anti-social behaviour can quickly undo much time and hard work. Damage to facilities and mess place additional costs on the Council and therefore the community, and can create a perception that toilets have not been cleaned. Introducing "last cleaned" signage would help provides visibility for the public of the frequency of cleaning.

As discussed in Section 8, wheelchair accessible toilets are frequently the target of damage and mess. Ongoing and costly vandalism has resulted in the closure of at least one toilet block in the municipality and restricted services in others.

It is important that the community has access to toilets that are as clean and inviting as possible. We do not want our toilets to be so vandal-proof that they deter the community from using them or that we are forced to close the facility. Responses to the 2019 Public Toilet Survey showed that cleanliness is



Right: Vandal proof materials can extend the life of facilities and reduce expenditure, but can feel less inviting

one of the most important aspects to the community, but that the community also understood the challenges created by poor behaviour.

At present, Council toilets are heavily protected against vandalism. Most of them lack soap dispensers, paper towel dispensers and toilet seats. They have vandal resistant finishes and plumbing fixtures are generally placed behind walls. While minimising damage from vandals is essential, Council recognises the importance of providing an acceptable level of service for the community and the benefits of frequent visitors in terms of providing surveillance and reporting.

## REPORTING ISSUES

Repairs, maintenance and general clean-ups are undertaken in accordance with the Council's Service Level Manual for Building Assets. While the Council encourages reporting of cleaning and maintenance issues, toilet facilities do not presently display a contact phone number. This would promote reporting and enable more prompt response to issues.

## ACTIONS

### Council will:

- review the life of each asset at least every five years;
- explore the feasibility of placing sharps bins behind walls to prevent break-in attempts;
- agree, document and implement clear and specific service standards for cleaning, whether undertaken by Council staff or contractors on Council's behalf;
- ensure staff and contractors are provided with regular training on agreed service standards, use and management of public toilets and relevant issues;
- increase frequency of cleaning Moonah CBD Carpark toilets to three times daily and Benjafield Park toilets to twice daily;
- on review of cleaning contract, include requirement for regular enhanced clean at all blocks;
- maintain a record of repairs and maintenance of the municipality's public toilets and evaluate at least annually;
- maintain strong and regular communication between maintenance staff and those undertaking planning, design and promoting of public toilets;
- adopt an inventory of standard toilet fixtures and fittings used in the municipality to ensure consistency of approach;
- install 'last cleaned' signage to record time and date of cleaning;
- install signage including the Council's contact details reminding users of prosocial behaviour and encouraging reporting of issues;
- utilise emerging technologies such as apps to encourage reporting where practicable; and
- investigate the use of counters to monitor usage of facilities to inform future decision-making.

## 12. Community views

Public toilets are provided for the benefit of the community as a whole, and it is important that the views, needs and perceptions of the public are understood when making decisions.

The preparation of this strategy involved multiple consultations with stakeholders. In August 2019, the Council undertook a public survey seeking community views on the existing public toilets and its priorities for the future provision of facilities. In total, 390 responses were received over a three week period. The results of this survey are summarised in a report *“Public Toilet Survey Results”*, available on Council’s website. Council staff also met with special interest groups and consulted with internal staff as well as with other councils.

Following completion of the draft strategy a three week period of community engagement was also undertaken to provide a further opportunity for the community to give feedback. Public submissions were invited and Council staff again met with special interest groups. The results of the second stage consultation were reported to Council when the draft strategy was presented at the Council’s January 2020 meeting.

### ACTIONS

#### Council will:

- continue to engage with the community when making significant strategic decisions regarding the provision of public toilets;
- undertake regular community surveys to determine community satisfaction with the municipality’s public toilets.

## 13. Monitoring and Review

This strategy will be reviewed no later than three years from adoption. Progress against actions will be monitored and reported on through the Annual Report process.

# Definitions

**Accessible toilet** – a toilet cubicle that has been modified to assist people with disabilities, including wheelchair and scooter users, people with walking frame, people with guide dogs and other users, such as parents with prams.

**Ambulant toilet** – a toilet cubicle that has been modified to assist people with disabilities who do not do not require larger accessible toilet but benefit from features such as grab rails and some additional space in front of the pan for aids such as walking frames.

**Changing places toilet** – a public toilet facility that caters for people with severe or profound disabilities. These facilities incorporate full sized change tables, tracking hoist systems, large circulation spaces and a centrally placed toilet with room for carers.

**Community toilet scheme** – a scheme under which local businesses provide toilets for use by the general public (non-customers) during open hours. In return, their local Council provides a financial contribution, e.g. the cost of cleaning, maintenance and staff time.

**Crime Prevention Through Environmental Design (CPTED)** – a set of design principles used to discourage crime through urban and environmental design and the management and use of built environments.

**Municipality public toilet** – a public toilet facility owned and operated by Glenorchy City Council.

**Parenting toilet** – a single cubicle or a multi-cubicle facility designed for parents accompanying children. Design may include more than one toilet per cubicle often at different heights as well as a baby-change table.

**Public toilet** – a toilet facility which is available for use by the general public during the hours of opening. These may be owned and operated by the Council or by a third party.

**Unisex toilet** – a toilet cubicle which can be used by a person of any gender.

# Appendix 1 – Public toilets: details of works required

NO.	NAME	ADDRESS	PROPOSED WORKS	PRIORITY
1	All toilet facilities – signage		<p>Add wayfinding signage as needed, including from local streets, cycle way, etc.</p> <p>Add building identification signage to toilet blocks.</p> <p>Upgrade cubicle signage across all facilities to ensure consistency with relevant standards.</p> <p>Add signage advising open hours.</p> <p>Add signage promoting responsible usage and reporting of incidents.</p>	High
2	All toilet facilities – minor works		Install ancillary features as needed, e.g. soap dispensers, improved door latches, water bottle filling stations, bicycle racks or rails, toilet seats, paper towel dispensers, etc. Interior painting as required. Install “last cleaned” signs.	High
3	Bayswater Road (AYC Netball Centre)	37 Bayswater Road, Moonah	Close toilet facility to public.	Medium/high
4	Benjafield Park	7 Gormanston Road, Moonah	No additional works required.	
5	Berriedale Foreshore	671 Main Road, Berriedale	Consider upgrading or replacing current facility.	Medium/low (years 6-10)
6	Cadbury Sports Ground	103 Cadbury Road, Claremont	Consider reconfiguration and refurbishment, internal and external modifications to improve visibility and accessibility.	Medium/low (years 6-10)
7	Claremont War Memorial Hall	41 Main Road, Claremont	Close toilet facility to public.	Medium/high
8	Claremont Recreation Ground (new block)	15 Main Road, Claremont	Amend door to accessible toilet. Minor modifications to accessible toilet. Replace baby change table. Add semitransparent screen. Improve access path.	Medium
9	Claremont Recreation Ground (old block)	15 Main Road, Claremont	Demolish.	Medium/high



NO.	NAME	ADDRESS	PROPOSED WORKS	PRIORITY
10	Collinsvale Hall	Hall Rd, Collinsvale	Consider closing external access and adding a new external toilet block.	Low (years 6-10)
11	Gibbins Reserve	79 Gepp Parade, Derwent Park	Replace.	High
12	Glenorchy Bus Interchange	2 Tolosa Street, Glenorchy	No additional works required.	
13	Montrose Bay Foreshore	849B Brooker Highway, Rosetta	No additional works required.	
14	Moonah CBD Carpark	63 Hopkins Street, Moonah	Replace.	High
15	Poimena Reserve	30 Wakehurst Road, Austins Ferry	Consider replacing or upgrading.	Medium/low (years 6-10)
16	Gepp Parade River Reserve	Gepp Parade, Derwent Park	Amend cubicle doors.	Medium/high
17	Roseneath Park	158 Main Road, Austins Ferry	Subject to open space planning, consider modifying or replacing.	Medium/low (years 6-10)
18	Shoobridge Park	3A Austins Ferry Rd	Subject to open space planning, consider modifying or replacing.	Medium/low (years 6-10)
19	Tolosa Park - External	210 Tolosa Street, Glenorchy	Close facility to public.	Medium/high
20	Tolosa Park - Lower	Tolosa Street, Glenorchy	Reconfigure and refurbish. Internal and external modifications to improve safety and ensure accessibility compliance.	Medium/high
21	Tolosa Park - Upper	204 Tolosa Street, Glenorchy	Subject to open space planning, consider modifying, replacing or closing.	Medium/low (years 6-10)
22	Wilkinsons Point	601A Brooker Highway, Glenorchy	Install baby change table. Paint interior. Review status once future of surrounding land is clarified.	Medium

# Appendix 2 – Schedule of works 2020/21–2029/30

## PLANNED WORKS OVER THE FIRST FIVE YEARS OF THE STRATEGY PERIOD – 2020/21-2024/25

TOILET	WORKS	TOTAL	Depreciation per year	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
Giblins Reserve	Remove and replace	\$250,000	\$5,000	\$250,000				
Moonah CBD Carpark	Remove and replace (new build)	\$300,000	\$6,000		\$300,000			
Chigwell Sports Ground	Incorporate public toilet into new sports complex	\$150,000	\$3,000		\$150,000			
Tolosa Park – lower toilet block	Upgrade	\$300,000	\$5,000			\$300,000		
Glenorchy CBD	Changing place, shower, parenting toilet	\$100,000	\$2,000					\$100,000
Windermere Foreshore	Construct new facility	\$250,000	\$6,000				\$250,000	
Claremont Recreation Grounds	Minor modifications	\$10,000	\$200	\$10,000				
Giblins Reserve	Demolish redundant facilities	\$65,000		\$65,000				
Moonah CBD Carpark	Demolish redundant facilities	\$65,000			\$65,000			
Claremont Recreation Ground	Demolish redundant facilities (old block)	\$65,000						\$65,000
All facilities	Upgrade signage all facilities - wayfinding, building identification, interior, open hours	\$30,000	\$2,000	\$30,000				
All facilities	Minor works improvements	\$50,000	\$3,333	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000
		<b>\$1,635,000</b>	<b>\$32,533</b>	<b>\$365,000</b>	<b>\$525,000</b>	<b>\$310,000</b>	<b>\$260,000</b>	<b>\$175,000</b>

Anticipated maintenance and cleaning costs by year are as follows:

Annual cleaning and maintenance	Assume AYC, Tolosa External and Claremont Hall toilet blocks closed 2022/23		\$162,560	\$146,860	\$146,860	\$154,700	\$160,000
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**WORKS TO BE CONSIDERED IN THE SECOND HALF OF THE STRATEGY PERIOD – 2025/26–2029/30**

<b>TOILET</b>	<b>WORKS</b>	<b>TOTAL</b>	<b>Depreciation per year</b>
Cadbury Sports Ground	Internal and external modifications	\$120,000	\$2,400
Poimena Reserve	Remove and replace	\$300,000	\$6,000
Berriedale Reserve	Remove and replace	\$300,000	\$6,000
Tolosa Park – upper toilet block	Remove or replace	\$50-\$200,000	\$0-\$4,000
Collinsvale Hall	Construct new facility, close public access to hall toilets	\$250,000	\$5,000
Upper Chapel Street	Possible new facility	\$200,000	\$4,000
Austins Ferry	Possible new facility	\$250,000	\$5,000
South Austins Ferry	Possible new facility	\$250,000	\$5,000
West Moonah	Possible new facility	\$200,000	\$4,000
Lutana	Possible new facility	\$200,000	\$4,000
Roseneath Park	Possible demolition or upgrade redundant facilities	\$60-\$120,000	\$0-\$2,400
West Claremont	Possible new facility	\$200,000	\$4,000

# Appendix 3 – Relevant Legislation

Key legislation that has implications for the provision and design of public toilets is summarised below.

## *Tasmanian Building Act 2016*

In Tasmania, the *Building Act 2016* requires all building and plumbing work to be undertaken to a standard set by the National Construction Code (NCC). The NCC consists of: Volume 1 (Building classifications 2-9), Volume 2 (Building classifications 1 & 10); and Volume 3 (Plumbing Code of Australia 2019). This legislation is in place to ensure the integrity of the built environment and the amenity of that environment.

Provisions in the *Building Act 2016* require building and plumbing professionals (e.g. building surveyors, plumbers, designers, architects, etc.) to be licensed with the Director of Building Control.

Plans must be produced by licenced professionals and be accompanied by approved forms to comply with the *Building Act 2016*.

## *National Construction Code 2019*

The NCC (previously called ‘Building Code of Australia’) is the legal standard for the design of building and plumbing work on and within all buildings in Tasmania. The NCC incorporates access provisions as they apply to buildings. The NCC does not determine the location or number of public toilets within public areas or open spaces such as parks. However, there is provision in the NCC to calculate provision of public toilets for outdoor events.

Public toilets are designed and built to meet the provisions of the Tasmanian Appendix to the NCC for accessible facilities.

The NCC provides a complex table that calculates the requirements for sanitary facilities for specific developments. This includes:

- department stores & shopping centres;
- restaurants, cafes and bars;
- health care buildings;
- schools;
- art galleries;
- sport venues; and
- public halls.

A requirement in Volume 3 of the NCC – Plumbing Code of Australia 2019 is for certain plumbing, drainage materials and products to be certified and authorised for use in a plumbing or drainage installation. These materials and products are certified and authorised through the application of the WaterMark Certification Scheme.

The NCC includes a Tasmanian appendix, which provides for local (State) authorisation and accreditation of certain plumbing products and systems that are not watermarked.

## Regulation Impact Statement for decision

In November, the Australian Building Codes Board agreed to amend the NCC to require the construction of separate changing place toilets in public buildings including shopping centres and other public assembly buildings. The NCC 2019 requires the construction of changing place toilets in the following public buildings:

- new or redeveloped shopping centres with a design occupancy greater than 3,500,
- new museums, art galleries and theatres with a design occupancy greater than 1,500,
- new stadia with a design occupancy greater than 35,000,
- new indoor aquatic facilities with a main pool area perimeter exceeding 70m, and
- all new or redeveloped airports.

## Disability Discrimination Act 1992 and Disability (Access to Premises – Buildings) Standards 2010

The *Disability Discrimination Act 1992* provides protection against discrimination on the basis of disability. The objectives of the standards are:

- (a) to ensure that dignified, equitable, cost-effective and reasonably achievable access to buildings, facilities and services within buildings, is provided for people with a disability; and
- (b) to give certainty to building certifiers, building developers and building managers around whether works are lawful.

## Other relevant Australian Standards, Codes of Practice, Acts, Regulations, and relevant Council policies

Various other Australian Standards, Codes of Practices, Acts, Regulations, and relevant Council policies contain miscellaneous relevant guidance and requirements. Matters covered include, for example:

- Access and Mobility (Incl. Disability access)
- Electrical Safety
- Emergency Management
- Environmental Protection
- Hazardous Materials (Incl. Asbestos)

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