



**Waratah  
Wynyard  
Council**



**leisure**  
PLANNERS

The background of the page is a collage of two photographs. The top photograph shows a modern, single-story building with a wide overhanging roof and large windows, set against a warm, orange-toned sky. The bottom photograph shows a public toilet building with a green roof and white walls, situated in an open area with a parking lot and a signpost nearby. The entire page is overlaid with a grid of semi-transparent colored rectangles in shades of red, orange, and green.

# Open Space, Sport and Recreation Plan 2017-2027 Public Toilet Issues Paper

## About this document

This document is one of a series of documents prepared for the Open Space, Sport and Recreation Plan prepared for Waratah Wynyard and Circular Head Councils.

Other documents in this series of issues papers include:

- Community meeting spaces/ halls summary report
- Occupancy Agreements, Usage, And Fees And Charges Issues Paper
- Off-road Trails Issues Paper
- Freedom Camping Issues Paper

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- Staff from both Councils
- The community organisations, residents and the wider community who have contributed to the consultation process.



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## 1. Introduction

Public toilets are one of the most highly discussed areas for improvement in both Waratah-Wynyard and Circular Head.

The community satisfaction survey in 2014 found that current provision of public toilets is not perceived to be performing as well as other public services.

### Benefits of public toilets

Councils provide for public toilets to facilitate the use, livability and amenity of an area for residents, visitors and workers and support specific social and physical activities that occur within a municipality.

Toilets make visitors feel welcome and enable them to enjoy a place, as well as encourage people to exercise and gather in public places. They facilitate social connectedness, tourism and economic growth and can help support an increasingly mobile and 24-hour economy.

There are health benefits associated with providing public toilets. Incontinence affects some 1.5% of the population and this is increasing as the population.

The absence and/or design of toilets can contribute to social isolation, significant personal stress and limit an individual's ability to go out, and can encourage people to limit their fluid intake.

Public toilets are important for hygiene and sanitation and prevent the need to go to the toilet in the public domain. They are needed for people commuting and in transit.

### Trends in design and placement

Toilets have played a role in major social shifts, from the emergence of women in the public sphere, to racial desegregation, to the opening up of opportunities for people with a disability.

Current trends indicate the need to locate toilets on main streets with high public surveillance. Toilets have fewer, but more accessible cubicles that are more likely to be gender neutral, with doorways opening directly to the street and wash areas in full public view.

Toilet buildings tend to be small footprint or combined with information booths, showers and cafes, and equitably distributed to support walkability.

Identification on the street, in signage, in wayfinding systems, on web sites, apps and information centres has increased to allow people needing toilets to find them easily.

Toilets tend to be designed so that they fill with natural light, are clearly identifiable, have a high level of ventilation are functional, durable and have accessible fittings that are highly rated for environmental sustainability.

Toilets tend to be designed to be minimise water and power requirements, and there are more composting toilets with solar lights than ever before. The design of fittings has evolved to include more items that are sensor controlled to minimize the need to touch fittings, and to save water and power and to facilitate use by people with a disability.

With cost effective technology the closing/opening of toilets can be easily managed to cater to peaks such as community and visitor events, using magnet locks as required.

In recent years the Access to Premise and new Access and Mobility standards have required significant improvements to public toilet design.

Toilets should suit the needs of all people, regardless of their gender preferences and identification, age, ability and appearance. Everyone should have the freedom to use a public toilet, without fear of discrimination or harassment.

### Council's role in provision

Council's role in providing toilets primarily extends to areas in the public domain, as well as where people gather for social or recreation activities. Legislatively there is no specific role for Councils in the provision of public toilets.

The public tends to have very high expectations of provision and cleanliness of public toilets that extends to facilities not owned or managed by Council.

Many Councils are working closely with business partners to enhance access to public toilets without constructing additional ones. In shopping districts there tends to be access to semi private toilets. The Building Code of Australia prescribes that workplaces and businesses provide their employees and patrons with toilets. Generally if a premise provides for more than 10 employees or 20 patrons they may be required to provide toilets. Therefore, most department stores, large offices, entertainment centres, shopping centres, restaurants, cafés and bars provide toilets for their patrons. In WWCH Councils there are few opportunities for semi private facilities to enhance the provision of public toilets.

Increasing partnerships are developing to service the public's high expectations of public toilets. A public toilet scheme in the UK promotes the public use of toilets provided by businesses for patrons, with management assistance provided by way of an annual grant to private providers.

The New Quay (Docklands), in the City of Melbourne, does not provide any public toilets and Council has a Shared Facility Deed with the owner corporations that require them to make their toilets available for members of the public at the owner corporations cost.

## 2. Demand for public toilets

highest proportion of people aged 65 years and over with a disability (55%).

### Demographic influences on demand and key target groups

Communities are more vibrant and safer places if they can attract a diverse range of residents and visitors from a variety of age groups. Therefore, it is important to consider the toilet needs of visitors, employees and residents, regardless of their age, ability, gender, and cultural background.

Key target groups that have specific needs in relation to toilets are:

- Families especially those with young children
- Older adults and people with a disability
- Homeless people and budget travellers
- Large groups of visitors

### Age

The demand for toilets is influenced by age, parenthood, gender, mobility, physical ability, cultural background, home location as well as a person's knowledge of the location they are in.

Very old and very young people are likely to have increased demand for public toilets. However, it is reasonable to assume that younger adults are more likely to be outdoors in active and social pursuits that also need to be supported by public toilets.

Demand for public toilets is generally high at community facilities that target children and families. This demand is even greater at facilities where the length of stay is more than an hour. Destinations such as play space; sports facilities, picnic areas and shopping precincts are examples of this.

### Ability

Tasmania has the highest prevalence of disability, with almost a quarter of the state's population living with disability. The proportion of the population living with disability increases considerably with age and Tasmania has the

Some 15% of people with a disability have physical disability and require assistance with mobility. Increasing proportions of people are incontinent, or have had an ostomy (a surgical operation to create an opening in the body for the discharge of body wastes).

Providing toilets that are accessible for people away from home can make a significant difference as to whether people are included in community life, can go outdoors, maintain friendships and use public facilities such as sports and swimming facilities.

### Visitors and patrons of the night-time economy and events

International visitors to Tasmania increased by 11% in 2014 to approximately 177,1001 and approximately 70,000 people visit Tasmania annually to attend events<sup>2</sup>.

This is a growing sector and with the Tasmanian Government indicating they want to achieve 1.5 million visitors annually by 2020 (as part of the recently completed Events Strategy), related infrastructure like public toilets must both located in the correct areas and in adequate quantities.

It appears there are more restaurants and bars are opening in Wynyard at night. It is not known whether this has or will stimulate the demand for additional public toilets.

There is a growth in events in the northwest. In most instances this demand can be served by transportable toilets however there are very few providers of transportable toilets in Tasmania. In Hobart Council is designing its own transportable toilet.

As noted in the camping issue paper the growth in Freedom camping has necessitated the provision of dump points however it is not known whether there is demand for additional points.

### Key issues arising from community consultation

The demand for better public toilets is very high in both Council areas. Many clubs and recreation grounds have indicated a need for additional or upgraded toilets facilities.

The 2014 Insync Community Survey Report for Waratah Wynyard identified:

- Public toilet amenities were listed in the top 5 Council improvement opportunities, as they were important to community members, but are not perceived to be performing as well as other areas.
- Public toilets amenities scored the highest mean importance to residents followed by Parks & Reserves including foreshore areas.

### Examples of what people said:

- Toilet provision across the North West is an issue.
- Clubs in Wynyard Sports and Community Precinct require additional toilets and public toilets accessible for school ground users.
- Toilet facilities in Wynyard recreation grounds are currently not fit for use and require considerable maintenance or rebuilding.
- Toilet facilities within Wynyard high School ground need to be upgraded or rebuilt.
- Wynyard Showground needs more toilets and the existing one needs to be improved. Wynyard Agricultural and Pastoral Society believe that extra toilets are needed and the committee is looking at the option of portable toilets.
- The skate facilities at the sports reserve (Smithton Recreation Ground) do not have toilets.

<sup>1</sup> March 2015 data was unavailable at this time.

<sup>2</sup> Tasmanian Government Events Strategy 2015-2020

## Locality Specific Issues Raised

### Circular Head

#### Smithton

- There are at least 5 sets of toilets in Smithton.
- Renovate, reuse or possibly remove the rear and lower level toilets at Smithton Indoor Sports Centre.
- Anthony's beach needs toilets to make it a walking venue.
- Toilets in Smithton Recreation Precinct need to be built on the northern side of the ground next to the scoreboard.

#### Stanley

- There are plenty of public toilets in Stanley but none of them are in the right spot.
- Add toilets on the main street
- Public toilets need to be built at the wharf in Stanley.
- Marine Park – consider new public toilet (not sure whether this is?)

#### Other

- In Circular Head, Forest, Crayfish Creek and Woolnorth were identified as requiring toilets.
- Consider a new public toilet at 7-mile beach.
- Council agreed to put in public toilet and bus shelter in Forest but it has been difficult to site due to land ownership
- Tourists likely miss the Green Point toilets.
- Council would like to get rid of Brickmakers Beach toilet

## Waratah Wynyard

### Waratah

- Southern side of the Caravan Park over the dam, near the children's playground and public area (English Street), require public toilets.

### Wynyard

- Some public toilets need to be built in fishing spots in Wynyard.
- Build a toilet block onto the back of the basketball courts in Wynyard.
- Wynyard Angling Club needs toilets.
- The BMX club need toilets
- Fossil Bluff beach needs toilets.
- Frederick Street toilets should be open during the day.
- Quality of toilets in Wynyard badminton club is not great and they do not like unisex toilets.
- Wynyard Yacht Club needs proper accessible toilets.
- There may need to be open public toilets in Frederick Street in the future but the issue will be the damage possibility.
- There is a need for public toilets near the pony club.
- Wynyard Showground needs more toilets and the existing one needs to be improved.
- Wynyard Recreation Ground needs relocation of the women's toilets behind WFC and the male toilets to the south of WRG's Austin Street gates and their conversion to unisex toilets.
- Clubs in Wynyard Sports and Community Precinct require additional toilets and public toilets accessible for school ground users
- Upgrade or construct new toilet facilities within Wynyard High School Grounds.

### ***Somerset***

- The public toilets at Somerset football ground are only opened for match days due the potential for damage and bad behaviour.
- There is however the need for some toilets on the foreshore adjacent to the ground for walkers etc.
- Toilets need to be built in Somerset football club.

### ***Sisters Beach***

- Build a unisex toilet adjacent to boat ramp in sisters beach.
- Sisters Beach is short of toilets.

### ***Boat Harbour***

Toilet blocks are potentially a gap in Boat Harbour

### ***Yolla***

- Public toilets are needed in Yolla.

### 3. Planning Framework

#### Open Space Planning Framework

The Open Space Planning Framework has been developed to enable the assessment of quality, diversity, equity and accessibility of open space across Circular Head and Wynyard/ Waratah.

The plan outlines the four key benefits of open space provision:

1. Personal benefits (e.g. social interaction, physical activity, health and well being)
2. Environmental benefits
3. Social benefits (these being benefits which accrue to the community as a whole)
4. Economic benefits

In responding to demand for open space, and the need to future proof supply of open space, a classification system was developed to enable planners to:

- Assess the range of human benefits available in open space
- Assess the accessibility to key opportunities
- Assess the diversity of opportunities
- Enhance equity in provision
- Assess the quality of opportunities against the range of specific benefits open space is designed to provide
- Ensure the priority types of open space to meet priority human benefits are fit-for-purpose and available near to where people live

This four-tiered classification includes defining:

**Settlement type:** describes the context (nature and density of a residential settlement) in which and open space is provided.

**Catchment:** is the sphere of influence of the space including where users originate from and how long they may stay.

**Primary function:** is the key purpose or role of the open space within the network. These relate to the key benefits of open space.

**Landscape settings:** describe the form and existing vegetation in an open space that influences a user's experience.

This classification system is consistent with world best practice and addresses the common disadvantages attributed to more simplistic systems that are not able to be used for planning purposes, to compare with community benefits and demand for specific activities, and for marketing of open space.

Taken together these can help Councils to deliver the known benefits of open space to its communities by enhancing quality, accessibility, equity and diversity of provision.

## Public Toilet Considerations/Factors

When addressing the provision on public toilets we must consider in particular the catchment of the open space. This has been classified into four tiers:

### *Local open space*

- Predominantly provided to serve an immediate local catchment i.e. relatively small in size, servicing daily and weekly neighbourhood, generally accessed by bicycle or foot from the surrounding catchment.
- Provision of infrastructure in spaces of a local catchment will generally be of a relatively low level of complexity.

### *District open space*

- Generally larger areas, of greater attractiveness, and complexity where users will drive. These are likely to provide support facilities that serve a group of suburbs or a precinct, with significance for the precinct as a whole or a substantial part of it (due to the size, function or diversity in the space), where there may also be local significance (conservation, cultural value, or for large social gatherings) and where residents might be expected to drive for access.

### *Regional open space*

- Open space that serve regional catchments (whole of, or broader than, the municipality) that may host significant sites, or, by virtue of their size, offer diversity of opportunities or levels of development that would not necessarily be available for all primary functions and in every municipality, and that may attract high numbers of people, including tourists.

The catchment of a space typically determines the nature and scale of infrastructure that is viable in the space, in view of how far people travel to the space. For example, in a space that is serving a local catchment it's generally not viable to provide toilets and BBQs.

The number of spaces at this hierarchy means they are closer to home so such facilities are not generally required, and because such spaces are generally small they cannot provide the degree of attraction to keep people occupied for an extended length of stay. Also such infrastructure may not be able to be adequately maintained due to the number of spaces.

Along with catchment primary function of the space needs to be considered. Nine main recreation functions of open space were identified. These have public toilet considerations:

- Social / family recreation (SFR)
- Sport
- Off-road trail
- Cemetery / memorial park
- Community horticulture
- Conservation of biological and cultural heritage
- Relaxation / contemplation / escape
- Visual amenity/ lookout
- Water-based recreation

In addition, camping has also been identified as an important function for residents and visitors.

Public toilets may be needed in all functions if the length of stay is long and generally where the catchment of the space is district or regional.

## Core Service Levels

For each open space function type that has critical requirements to ensure it is fit for that purpose, attributes related to size/location and distribution, and quality and design have been defined, according to the catchment hierarchy of the open space.

These core service levels or provision standards are most relevant to open spaces provided in urban settlement types. These identify public toilet requirements as:

### *Sport - Standard Of Infrastructure*

#### **Local:**

- May only provide a toilet facility (rather than change and toilet). These typically serve local teams for over flow, social or low levels of competition.

#### **District and Regional:**

- These need to provide public toilets as they will attract spectators, and away teams that may travel some distance.

### *Play or Social / family recreation*

#### **Local:**

- No provision of toilets

#### **District**

- Toilet facility

#### **Regional (destination spaces):**

- Significant shade and shelter, seating, BBQ, and public toilets

### *Off-road trails - Standard Of Infrastructure*

#### **Regional:**

- Provide trail head and activity hubs with a toilet, car and bike parking, picnic tables, and toilets at logical entry and exit nodes
- Trails should pass through recreation reserves or community hubs at key nodes where break out space, picnic, parking water and toilet facilities are provided. Where possible separate toilet facilities should be avoided except on rail trails (or the coastal trail).
- For example where wayside stops may need to be provided every 8-10km<sup>3</sup> where are no service stop or community facilities adjacent to the trail are available.

### *Community gardens - Standard Of Infrastructure*

#### **Local:**

- Have access to or contain ancillary facilities such as toilets
- Access to toilets for patrons should be negotiated with colocated facilities. Community gardens should generally be provided in conjunction with / colocated other community facilities such as schools, community centres larger reserves that may have sporting facilities on them, and therefore which have toilets.

<sup>3</sup> Indicative distance that can be walked with 2 hrs.

## Other legislation

### Building Code of Australia 2013

There is provision in the BCA to calculate provision of public toilets for outdoor events (Tasmanian Appendix H123.10).

The Building Code of Australia 2013 (Volume One of the National Construction Code series) is the legal standard for the design of building work on any Class 2 – 9 buildings in Tasmania.

Since its 2011 edition, the BCA (in Part D3) has incorporated revised access provisions that are almost identical to the provisions in the Disability (Access to Premises – Buildings) Standards 2010.

Part D3 of Volume One contains the provisions for access for persons with a disability.

The Tasmania Appendix to BCA Volume One, Section D, Access and Egress, includes the TAS Performance Requirements and at TAS D3, Deemed-to-Satisfy Provisions.

The following three documents are also “referenced” in the Tasmanian Appendix to the BCA:

- Disability (Access to Premises – Buildings) Standards 2010
- Disability Discrimination Act 1992
- Australian Standard AS1428.1: 2009

### *Camping facilities - Standard Of Infrastructure*

Typically a public toilet need service campgrounds in public reserves, outside National Parks.

Outside commercial leased campgrounds where the responsibility would be with the service provider, these might be basic, non-gender specific and have a robust nature with minimal servicing requirements, except tank water.

The management of these should be by arrangement with other agencies, such as the Parks Service, dependant on how campgrounds are to be managed (see Camping Issues paper.)

## The Tasmanian Building Act 2000

In Tasmania the Building Act 2000 requires all building and plumbing work to be undertaken to a standard set by the National Construction Code.

The National Construction Code creates the:

- Building Code of Australia (BCA), Volume One and Two; and
- Plumbing Code of Australia (PCA) as Volume Three. This regulation is in place to ensure the integrity of the built environment and the amenity of that environment. Provisions in the Building Act 2000 specify that building professionals (e.g. building surveyors, designers, architects etc.) must be accredited with the Director of Building Control. Once accredited plans must be submitted by such professionals on approved forms (e.g. form 35A architects & designers; Form 35B – hydraulics etc.).

Part F2.3 of the Code provides a very complex non-linear table that calculates the requirements for sanitary facilities for specific developments. This includes:

- Department stores & shopping centres
- Restaurants, cafes and cars (threshold - > 20 seats requires one disabled access toilet and one urinal)
- Hospitals
- Schools
- Art galleries
- Sport venues
- Public halls

## Plumbing Code of Australia

There is a requirement in the Plumbing Code of Australia (PCA) for certain plumbing and 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.

Materials and products complying fully with the applicable requirements of the WMCS are eligible to be certified by a WaterMark Conformity Assessment Body and are listed on the WaterMark Product Database.

The PCA includes a Tasmanian Appendix, which provides for local (State) authorisation and accreditation of certain plumbing products and systems. These include septic tanks, on-site wastewater management systems and unique plumbing products.

A number of Waterless Composting Toilets (WCT) is accredited for use as an on-site wastewater management system in Tasmania. These may be appropriate for use in locations such as Wellington Park, but the disposal process is not likely to be appropriate for inner urban locations. Also the PCA requires that if a sewer is present, a toilet should be connected to it.

Several aerated wastewater treatment systems are accredited for use as on-site wastewater management systems in Tasmania.

Several hybrid systems are accredited for use as an on-site wastewater management system in Tasmania.

## 4. Current distribution and future siting considerations

### Distribution analysis

The following page provides a map of known public toilets in WWCH.

An analysis of the distribution of public toilets across Circular Head and Wynyard Waratah was undertaken using Councils GIS data and [toiletmap.gov.au](http://toiletmap.gov.au), which also provides details on accessibility features and opening hours.

#### *Sisters Beach*

Sisters beach has one public toilet located in the community park and one adjacent to the boat ramp. The facilities are open during daylight hours.

#### *Waratah*

There is one centrally located public toilet facility in Smith Street, close to the Australia Post Office. Accessible male and female toilets are provided, which are open 24 hours.

There are also public toilets in Elma Fagen indoor sports halls however this is not generally open to the public. Given the small nature of the township and centralised facilities this is likely to be adequate service provision at this time.

#### *Brickmakers Beach*

There is one public toilet facility along the Bass Highway on Brickmakers Beach, which does not have accessibility features. The facility is open 24 hours.

This is the only accessible beach – and almost equidistance t between Smithton and Wynyard. It is relatively close to Rocky cape where there are commercial facilities (but no beach).

#### *Boat Harbour Beach*

There is one facility located next to the car park along Port Road at the North of Boat Harbour Beach, which has accessibility features. The facility is open daylight hours.

There are no other public toilet facilities along Boat Harbour Beach.

#### *Marrawah*

There is one public toilet facility with accessibility features for males and females located at the end of Beach Road, Marrawah. This services the shore access. The facility is open 24 hours.

#### *Stanley*

There are six Council-provided public toilet facilities in Stanley, including three facilities provided by Parks and Wildlife Service Tasmania.

There seems to be an oversupply of facilities around Church Street, with three facilities in close proximity to each other. However, not all are open during the night, nor may these be accessible.

There are public toilet facilities in King Park, along Harrison Terrace, at the south end of the beach; this has accessibility features and is open 24 hours. Another facility is provided at St Pauls Anglican Church at 37-39 Church Street. The facility is open from 6am to 6pm and has accessibility features (although the building may not fully accessible?). Further south along Church Street, facilities are provided at Stanley Town Hall (include accessibility features, open 6am to 10pm). Close by at Tatlow's Beach, off Wharf Road, there are public toilet facilities located in the car park south of the caravan park. These are open 24 hours and have accessibility features.

There is one facility at Gullivers Rest, on Stanley Highway, which services car drivers approaching or leaving Stanley. The facilities have accessibility features and are open 24 hours. There are toilets at the Showgrounds. These are only open during sporting activities.



21/06/17

The facilities provided by Parks and Wildlife Service Tasmania are located at Highfield Historic Site (House 1 and House 2), and at the Nut State Reserve in Browns Road, near the chairlift.

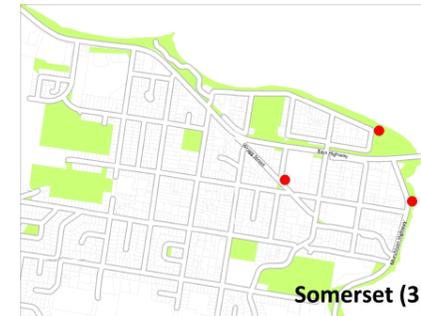
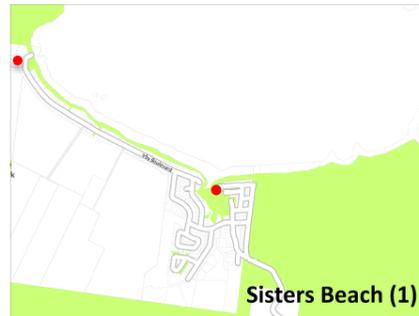
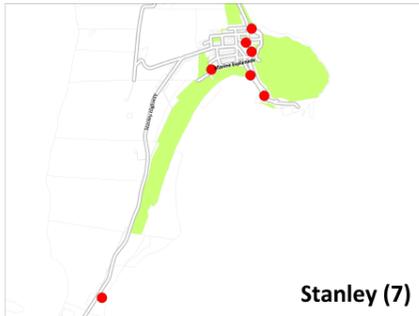
There appears to be no public toilet facilities on the west side of town, or towards the far north of Green Hills Road. It is unlikely that these are required. Access to toilets at the wharf for boat ramp users and visitors should be explored with adjacent private providers



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Waratah-Wynyard & Circular Head Open Space, Sport and Recreation Strategy 2016  
Waratah Wynyard & Circular Head Public Toilet Map



Date: 02/06/2016  
Prepared by XD



### **Somerset**

There are three Council provided public toilet facilities in Somerset. Accessible facilities are located in Anzac Park and along Bells Parade, which service the Esplanade. These are open 24 hours.

Further South along Cam River, on Murchison Highway, there are accessible facilities. These are also open 24 hours.

In the town centre on Wragg Street, there are accessible facilities, close to the car park. There do not appear to be any further facilities to the south west of town.

There is a further public facility located at BP Somerset, at 93 Bass Highway, which is open daylight hours.

If a new sports ground is developed adjacent to the school this may also be able to serve trail users travelling along the proposed Coastal trail from Wynyard.

### **Smithton**

North of the CBD, there are accessible public toilets at West Esplanade, located to the south east of the oval and to the west of Duck River.

Another public toilet facility is located across Duck River, off the boat ramp car park at East Esplanade.

There are three facilities in close proximity in Smithton CBD. One is located at 20 Smith Street, another can be found in the car park at Council Chambers located on Goldie Street, both with baby change facilities open 24 hours, and a further public facility at Arnolds BP at 70 Goldie Street.

South of the CBD, public toilets can be found at Coles Express Smithton – Shell, located at 66 Brittons Road.

There appears to be a shortage of public toilet facilities to the south west of town, close to the sportsground.

The master plan proposes toilets open to the public and providing shared access for users of athletics, netball and skate park users in the north of the precinct. This is consistent with the recommendation to increase the use of the precinct by the general public.

### **Wynyard**

There are three public toilet facilities in Wynyard. One is located in the Saunders Street car park in the CBD, which has accessible facilities, baby change and provides drinking water. The facilities are open daylight hours.

Facilities are also located at Gutteridge Gardens on Old Bass Highway, which service people walking along the Inglis River. These are accessible and open 24 hours.

Further along Old Bass Highway, along the Foreshore across from Lockett Street, which service people walking along the foreshore. The facilities have accessible features, provide baby change facilities and drinking water, and are open 24 hours.

There appears to be no public toilet facilities across Inglis River, near the golf course / Fossil Bluff and also to the northwest.

### **Forest**

There are no public facilities in Forrest. However there is a general store. A public toilet may be best colocated with such as facility.

## **Siting considerations**

The decision around siting of public toilets should include a consideration of:

- The most convenient and logical position considering likely public use, visibility and public surveillance.
- Sensitivity to perceived personal security in a defensible space.
- Suitability for an accessible path of travel for people using a mobility device, and the availability at grade circulation areas, (i.e. in more challenging coastal and bushland areas)
- Heritage and environmental significance of the surrounding areas.
- Ability of the building to utilise rainwater collection, solar energy and meet ventilations standards.



- If the location can be easily serviced and if toilets have areas for drivers to park
- The relation to other street or park furniture to avoid people hanging around in close proximity to toilets (positioning of seating, notice boards and public telephones)
- The proximity and position in regards to hazards or edges of a natural waterway/ wharf (min. 30m from a waterway)
- Proximity to other properties or businesses and
- If the footprint of the toilet is interfering with potential use of space, and if it is central to the public view of any scenic area, property or location.

In areas like event spaces, where there is a strong night economy and high traffic area but not a permanent need for public toilets, some Councils have elected to provide pop up, supplementary or transportable units (and in inner City locations- pop up urinals).

### Public Toilet Siting Criteria

The following criteria have been identified to help Council decide on location and priority of new toilet siting locations or upgrades of existing facilities.

- A distance of no more than 500 metres (so no toilet is more than a 250 metres away) between facilities across the main shopping area of the main township is considered a basic guide, however connectivity and ease of access are to be considered more heavily in siting assessment for a new facility.
- In the long term Council should seek to have a fully accessible toilet in every township, when public facilities such as public hospitals, aquatic centre or in facilities servicing people with a disability with high support needs are upgraded.
- At Council or adjacent to (200m) of provided high use facilities, campground or open space with a district or regional catchment: i.e. play /

social /family recreation space (including skate parks), sporting facilities and water based recreation facilities

- At all public provided community meeting places – (may only be opened only during programmed activities)
- At key locations such as every 10km on major off-road (rail or coastal) trails or on any promoted or heavily utilised cycling routes within urban catchments.
- All beaches that have parking facilities, a playground, shop and/or water based facilities with regular public use.
- Any significant tourist or visitor site.
- As a priority Council should negotiate to provide, or service, publically accessible toilets in conjunction with other entities to avoid duplication, and minimise service costs.
- Preferably public toilets should not be located centrally in open spaces without other facilities – such as at Stanley as they will dominate the use of a small space. They are better colocated with other community facilities. The siting of public toilets should also be prominent but behind any viewing and vantage point.
- Note: All sites must be clearly identifiable as publically accessible, signposted from key attractions, and included on Council guides and the Aust. Government toilet map.

## Recommendations:

1. Adopt the siting and provision guidelines in this issues paper.

### **Stanley**

2. Consider the daylight access to a public toilet in the Showground to encourage casual use of the reserve.

### **Somerset**

3. Consider the location of toilets to serve trail users travelling of the future Coastal Pathway.

### **Smithton**

4. Consider adding a toilet facility to Anthony's Beach to support walking and dog exercise. (is this 7 Mile Beach)
5. Provide access to a toilet at the Recreation Precinct/Sports Ground - to serve the skate park and athletics/ tennis /netball users
6. Consider promoting access to an accessible toilet for people with a disability in the proposed aquatic centre.

### **Wynyard**

7. Ensure there is access to a public toilet in the Sport and Recreation Precinct, and Frederick Street Reserve and at the waterfront development

### **Boat Harbour**

8. Negotiate with the Surf Club to allow public access to toilets.

### **Forest**

9. Promote public access to the toilet at the lawn cemetery.

### **GreenPoint**

10. Provide more promotion, signage and wayfinding to ensure Green Point toilets are visible to residents and visitors.

### **Yolla**

11. Negotiate with a local business to maintain the picnic sport and local paths, and to provide access to a toilet for the public. Alternatively, keep a toilet at the Recreation Ground open space for public use.

## 5. Safety and crime prevention

The perception of being safe and in a defensible space, are key factors when a person decides to use a public toilet.

Key factors that help make people feel it is safe to use a public toilet include:

- Good visibility of the entrance - not obscured by vegetation, other structures or screens, etc.
- Doors directly off the street into a cubicle
- Toilets located on the street rather than in the centre of parks
- Located in areas with high foot traffic and public surveillance
- Sensor lights at entrances and 24/7 cameras
- Clean, and naturally lit in the day
- No vestibules. Long shared corridors or entry ways, or shared wash spaces before the entry to cubicles
- Large and clear signage indicating gender, obvious on the approach to the toilets, and
- Depending on your needs, suitable facilities such as: access to a gender neutral cubicle, child change bench, needle disposal or a private place to empty a continence bag

The design of a public toilet facility, and how it is managed are important to the perceived safety of the toilet.

People have concerns with the dark winding corridor style entrances of the old style brick toilets. These may include damp floors and drafty cubicles, and doors on women's toilets that don't go right to the floor that enable people to look under or snatch valuables from the outside.

The location of toilets in locations such as in the basement, behind the stairs, along the dark corridor etc, and the fear of violence have meant more vulnerable and trans or gender variant people tend to not use public toilets in the fear of being bullies or harassed.

Facilities that are in high foot traffic areas, where cubicle doors directly address the street, have plenty of natural light, high quality finishes, and are kept clean, dry, and free from graffiti are perceived as more welcoming and safe.

There is an increasing trend to put shared washbasins on the outside wall of the facility (except for in accessible toilets where they are required), and an increased desire for public toilets to have individual doors straight into the toilet itself.

### Graffiti

Vandalism and defacing public toilets is an issue for many Councils throughout Australia. This can lead to the perception that public toilets are in poor condition, dirty and dangerous.

The effects of these issues can be reduced through design changes and community programs to provide those applying graffiti dedicated areas/walls to use.

Public restrooms that are designed using the principles of Crime Prevention Through Environmental Design (CPTED) can be an effective way to meet community needs by deterring vandalism and inappropriate behaviour. This will lead to reduced maintenance costs and increased usability by the public.

Landmark's Mettros is an example of an anti-vandal restroom that meets all of these CPTED principles. Constructed from non-flammable, impact resistant materials, the facility has unique structural posts that allow for concealment of all anchors, roofing tie-downs and wall panel fastenings, in addition to the ducting of utility services, where they cannot be vandalised or tampered with. Flush or hidden fixings, mountings and components, an impervious proprietary basin design, counter-graffiti materials and individually replaceable wall panels/ components combine to make the toilet more durable and cost-effective<sup>4</sup>.

<sup>4</sup> Landmark 2013: A Solution to the Problems of Public Restroom Design

An increasing number of public toilets have green walls (i.e. on back to force graffiti tags/ damage to one area at the front), or green roofs.



**Figure 1: Inside of CPTED design public toilet**



**Figure 2: Public toilet in Rotterdam, The Netherlands**

### Recommendations:

12. Ensure that all new toilets and all toilet upgrades consider the principles of Crime Prevention through Environmental Design.
13. Use good lighting at all public toilets and use sensor lights where possible.
14. Ensure any future park toilets are positioned on street frontages and not internally unless impractical due to the size of the park and if provided in association with specific facilities.

## 6. Design and sustainability

Current trends in public toilet design take into account a number of issues including contemporary views about social inclusion, the need for cost effective, universal and gender neutral design, and environmental sustainability.

Typically, newer toilets have smaller footprints and can be combined with information booths, stages, showers and cafes. They are located on main, high profile streets, with high public surveillance. They have fewer, but more accessible cubicles that are more likely to be gender neutral, with doorways opening directly to the street, and contain wash areas in full public view.



**Figure 3: Dockland Park toilets, City of Melbourne**

### Universal design and gender neutral accessible toilets

It is common that facilities branded as accessible are not in fact accessible because of minor barriers or placement of fixtures and fittings after construction. A full assessment of facilities from an accessibility perspective (based on the Access and Mobility Australian Standards and the Building Code of Australia) is desirable and a subsequent update of information.

In recent years the need for Changing Places—(toilets that serve people with high level of physical disability) has been identified. It is desirable that each main town has such a

facility. Other wise negotiate access to such facilities in a community health facility and promoting this, is desirable.

More gender-neutral accessible public toilets are being provided for a number of reasons. They promote universal design; are increasingly familiar to the public through use on aircraft, buses and student campuses; they support gender equity and social inclusion; and they are necessary due to the need to accommodate carers, parents and teachers to go with individuals especially with children of the opposite gender.

### Functionality

Key elements in the design of toilet buildings are high levels and smart natural ventilation, high levels of natural light and strong fittings and fixtures with strong luminance contrasting colours for universal design. Opportunities to keep valuables and clothing off the floor, multiple level basins / fixtures for children and seated users, toilet seats, soap, hand dryers, mirrors, and sanitary, nappy and syringe disposal units are all sought after.

An important change in design of toilets, internally and externally is the removal of external screens and vestibules, to minimize concealment and internal walls, partitions and ledges.

### Environmental sustainability

The design of toilet buildings must support the principles of passive solar access, passive ventilation, water harvesting and practical reuse of water.

All toilets should utilise rainwater and call up mains water only when rainwater is not available.

Reduced pressure from mains water to taps—i.e. through gravity from rainwater tanks will reduce flow rates without capital expense of replacing fittings.

The need for lights must be minimised through the use of natural light and / or a combination of solar power sources.

Key elements of design for public toilets that promote environmental sustainability include:



- Composite or metal material for doors that can't be cut
- Tanks, natural light and ventilation, solar for warm hand wash if required
- Auto / timer button hand wash
- Low energy lighting fixtures, on timers or sensors
- No non-flushing urinals, as cartridges are very expensive to maintain
- 4+ star ratings on fittings
- Low flow or dual flush
- Green walls and roofs where possible
- Standard features such as toilet roll holders and syringe disposal units to be built into the walls rather than be fixtures added in after the construction of the toilet.

### Fittings and fixtures

Where possible fittings should be internalised, with few moving parts, durable, and where possible automated if this reduces the cost of energy and water use. Where automatic fixtures are provided such as hand wash, clear instructions need to be provided for people unfamiliar with these.

Internal features need to be easy to maintain and impermeable, and difficult to deface, damage or stain. Choice of grout, mortar and floors is particularly important for hygiene, to aid cleaning and reduce staining. These need to have limited texture and resist urine.

Drinking water should be provided as a bubbler or water bottle filler on the outside of a toilet and rather than as traditional tap that may be left on.

### Site design and treatment and disposal systems for park locations

The site selection and design of any new toilet with a park environment should include a site capability statement by an accredited practitioner, and include the assessment of the factors above in a brief cost benefit analysis that determines the best toilet system, related building design and management system.

The maintenance cost will impact on the toilet system chosen, especially in non-sewered areas due to the methods of disposal.

Where there is a sewer available there is a requirement to be connected to it.

The nature of toilet system appropriate to the context and environmental footprint will be determined by a combination of the following:

- Ability to connect with a sewer
- Microclimate including temperature, and likelihood of snowfall
- Footprint available
- Wind direction
- Slope
- Orientation
- Water availability
- Road access
- Ability and desire to utilise grey water, and
- Facility design that capitalises on on-site characteristics.

In addition to the traditional form of toilet connected to a sewer, on-site wastewater management systems can collect, contain, treat and assimilate and process wastewater, human excreta, or both, so that public health and environmental standards are achieved.

There are three other accredited types of toilet systems with on-site wastewater management systems, used in parks and natural areas in Tasmania.

These are:

- Aerated wastewater treatment systems
- Composting toilet systems
- Hybrid systems.

Prior to the selection of the system, a site capacity assessment should be completed to determine the appropriate location and type of system that will be cost effective to manage.

Some on-site wastewater treatment units providing disinfected secondary treated effluent should be considered in Council's parks where water can be treated. This can be then used on playing fields for example. These systems may be suitable for:

- Surface spray irrigation
- Toilet flushing.

Waterless composting toilets (WCT) are an acceptable means of treating human excreta only. These may be expensive and difficult to maintain compared to septic toilets. These can

be very effective if well maintained and kept free from contamination. The success is reliant on specific site criteria, footprint and ability to elevate.

## Prefabricated /Automatic toilets

There is a trend towards using prefabricated and combination buildings that include public toilets, storage and concessions. These tend to have longer fire ratings, and wind resistance etc.

There are an increasing number of off-the-shelf public toilets available. In Tasmania, these appear to be prohibitively expensive.

Fully automatic toilets are relatively expensive to provide and may require significant amounts of energy to operate. Anecdotal information also suggests there is some hesitation to fully automated toilets especially by older people as they are often damp and there is some concern about being trapped inside.

In Australia a number of urban Councils have automatic toilets by Exceloo that can be customized.

Some cities such as Moscow have more than 200 of a standard, low energy, water, heated, and durable units by EUROmodul, as shown in the images below.



**Figure 4: EUROmodul automatic toilets (2 above)**

These automatic toilets include touch free flush, soap and wash systems. These can be customized and have audio, GSM module for toilet monitoring, timers for maximal usage etc. These are gender neutral and accessible toilets.

Vacuum flushing toilet systems are also available that don't require outlets for water, sewerage and instead of the classic 7l flushing uses only 0.7l. These toilets can be equipped with a payment machine, and come with advertising panels.

Instead of fully automatic whole cubicle wash the trend appears to be to provide automated door control and automatic bowl/seat specific wash cycles.

## Information, promotion and signage

Promotion and signage in regards to public toilets is essential to ensure that residents of and visitors to Circular Head and Wynyard-Wyndham know where public toilets are.

Signage and public information – especially for visitors is as important as the provision of a facility, as use depends on people finding toilets.

Designs should include strong, consistent visual cues that indicate that the building is a public toilet with universal symbols that promote clear recognition, and way finding to appropriate entries.

Most people look for public toilets when they need them and on the street, except people who depend on them to go out such as

people with disability and who may have specific requirements and families with children who may need to plan their activities away from home before they leave.

People with a disability may need a high degree of planning for trips outside the home, and this often requires a need in to know where public toilets are, and the degree of accessibility or specific features required by the individual.

The following factors should be considered when providing public toilet information, promotion and signage:

- Availability of on site and off site information
- Provision of a centralised information point related to public toilets
- Large print and high luminance contrast in signage and instructions
- Consistency in branding and labelling of toilets
- Availability of on-line information

### Recommendations:

15. Each time a toilet is to be upgraded and refurbished, assess the need and requirements to make it accessible.
16. Incrementally update the accessible toilets in areas not currently served:
17. Encourage smart contemporary architectural design of new public toilets accommodating elements described in this strategy, including some standard colour identifier so as they are very easily identifiable as public toilets.
18. Review and upgrade all directional and on-building signage relating to public toilets including way finding to ensure that signage is clear, consistent, and compliant and toilets facilities are clearly identifiable and convey a unified brand.
19. Prepare a standardised guide and specification for signage of public toilets that meets relevant Australian standards and is clear for people with vision impairment.

20. Coordinate the development of one single quality source of information on toilets, that is mapped, and kept up to date and includes some basic information.

## 7. Management and Cleanliness

### Management and communication

The management of toilets is costly and needs to respond to other challenges such as high community perceptions and demand, and vandalism.

The public tends to have very high expectations of provision and cleanliness of public toilets that extends to facilities not owned or managed by Council.

There are a number of instances where toilets will be provided in new commercial developments that may well alleviate the need to provide public toilets in the vicinity. However the nature, design and management of these toilets may need to be discussed with building owners and operators to ensure that can meet both public and private requirements.

### Impact of design and fixtures and fittings on management and vice versa

There are some key design issues that affect the ability to keep a facility clean and the cost of management. These include:

- Grout between tiles absorbs water and urine, and creates an environment where bacteria can breed. In addition to discoloration, bacteria in grout can collect more dirt, odour and be difficult to remove.
- Instead of using liquid soap, foam soap, which is less soapy, can reduce water usage and prevent theft, and minimise the slipperiness on floors. For hygiene purpose, sensor dispensers should also be considered.
- Building design should design for natural ventilation, with fresh air inlets and structures positioned so as to draw air through the building at exchange rate of 5 air changes per hour. Siting in relation to wind direction is critical to ensure this can work.

- Locks: Council should be able to manage the locking and unlocking of public toilet doors remotely, using magnet locks, in a similar way that that lighting of sports fields can be managed.
- In key town locations CCV may also minimise the cost of management and enable staff to respond cost effectively – signage that indicates a camera is in operation should be installed at the same time that can act as a deterrent to vandals.

Electronic products for toilets such as flush valves and faucets require minimum maintenance, but offer enhanced operations that promote sanitation and perceived cleanliness because of hands-free operation.

Installation of sturdy double-roll or very large toilet paper dispensers prevents toilet paper wastage and the reduction of rolling speed.

There could be benefits in bringing all cleansing and management staff together with planning, design and other staff involved in toilets at least once a year to learn, discuss issues and operational matters with other staff who are also involved in the provision of public toilet.

### Cleaning

The perception of cleanliness is typically influenced by: light levels, odour, absence of stains, the condition of surfaces, as well as the presence of water, dust, litter, mud and graffiti. Hence it is very difficult to live up to the high community expectations related to cleaning.

A well-maintained toilet promotes good hygiene and proper hand-washing practices. Research has shown that there is a high probability of users becoming contaminated from poorly cleaned toilets and if they see dirty basins they are unlikely to wash their hands.

The safety of cleaners is an important consideration in design, and the development of safe work practices. Low-touch/no-touch equipment should largely keep cleaning crews at safe distances from contamination while they effectively complete their tasks.

Although the goal is to keep toilets dry, one of the best ways to prevent and eradicate the growth of mould, mildew and fungi spores is to use high pressure cleaning and extraction equipment.

Whilst there are very high demand for very clean toilets the trend is away from fully automated cleaning due to the amount of time out, the facility remaining wet, community fear, and reliability of mechanisms etc.

There are now 'off the shelf' products that automatically wash toilet bowls and seats, but not the full cubicle.

## Recommendations

21. Ensure the design principles outlined in this document are brought into all design specifications for future toilet facilities.
22. Investigate and undertake a cost-benefit analysis or adding the ability to remotely open, close and lock all toilet facilities.
23. Consider managing toilets with other agencies and community organisations

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