

GREATER SHEPPARTON CITY COUNCIL

Policy Number 16.POL1

PUBLIC TOILET POLICY

Version 1.0

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Department:	Recreation and Parks
Responsible Officer:	Manager Recreation and Parks
Approved By:	Chief Executive Officer
Next Review:	26 November 2016

PURPOSE

Public toilets play a critical role in the cultural, economic and environmental development of a region. They are proven to improve local amenity and increase participation in social, recreational and commercial activity. They also play a significant role in increasing the quality of life for many people.

OBJECTIVE

The objective of this policy is to formalise the Greater Shepparton City Council's commitment to the provision of high quality, well maintained and fully accessible public toilet facilities. This policy will guide the management of the Council's provision of public toilets with respect to:

- Siting and Distribution
- Accessibility
- Quality and Service Levels
- Cleanliness and Maintenance
- Risk Management and Public Safety
- Design

SCOPE

This policy refers to public toilet facilities that are owned and managed by the Council.

DEFINITIONS

Reference term	Definition
Precinct Public Toilets	High quality public toilets and amenities that maximise access by people of all abilities and their care givers. These amenities include adult and baby change facilities, as well as areas for baby feeding. Service operates and is accessible at defined times that respond to activity and usage demands associated with each precinct. May or may not include 24 hour service access. Typical locations include major commercial business districts precincts, large sporting precincts, regional parks and premier places.

General Public Toilet	<p>High quality public toilets for people of all abilities. Facilities. Adult and baby change facilities, as well as areas for baby feeding may be provided, where significant demand is demonstrated.</p> <p>Generally the service is available on a 24 hour basis. Typical locations are district parks, town entries, and small town central business districts.</p>
Restricted Public Toilet	<p>High quality public toilets for people of all abilities. Adult and baby change facilities, as well as areas for baby feeding are unlikely to be provided, however may be considered in some locations, where significant demand is demonstrated.</p> <p>Access is based on formal and scheduled activity by hire groups and during the hire period access is regulated by the hiring group. Typical locations include most sporting facilities and recreation reserves.</p>

POLICY

1. Siting and Distribution

- a) Priority for the siting and availability of public toilet facilities will be given to locations that support high levels of community and social interaction and activity such as central business districts, regional and district parks and recreation and sporting reserves.
- b) Public toilet facilities will not be provided at drainage reserves, community parks or small open spaces or within close proximity to residential properties
- c) Public toilet facilities (wayside stops) will only be provided at locations adjacent to a community facility with reasonable levels of community use (for example a district park at a town entry)
- d) No public toilets will be provided to service shared pathways unless there is an adjacent community facility that has high levels of community interaction and activity.
- e) All large towns and should have at least a General Public Toilet or Precinct Public Toilet. Towns include: Mooroopna, Tatura, Merrigum, Murchison, Toolamba, Undera, Dookie.

- f) The siting and distribution of public toilets will be subject to the consideration of existing and planned commercial and private developments that include public access to toilet and change room facilities.
- g) The Council will work collaboratively with developers and the general public in order to maximize the distribution and availability of both Council and privately provided public toilet and change facilities in commercial business districts and at community facilities that have high levels of community interaction and activity.
- h) The existing and proposed future siting, type and distribution of public toilets shall be documented described within the Greater Shepparton Public Toilet Service Plan

2. Accessibility

- a) Universal design principles should be applied to the design of all public toilet facilities. This includes modifications to existing facilities and new facilities.
- b) Facilities must be usable and accessible to people of all abilities.
- c) Facilities should not disadvantage or stigmatise any group of users
- d) Facilities should accommodate a wide range of individual preferences and abilities
- e) Facilities should be easy to understand, regardless of the users, experience, knowledge, language skills or current concentration level
- f) Facilities must communicate necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities
- g) Facilities should be able to be used efficiently and comfortably
- h) Facilities should provide appropriate size and space for approach, reach, manipulation, and use, regardless of a user's body size, posture or mobility.
- i) All new facilities should meet the requirements of the Federal Disability Discrimination Act and Australian Standard AS 1428.1 (Design for Access and Mobility). Existing facilities should be progressively modified, renewed and replaced as resources allow to meet these standards.

3. Quality and Service Levels

- a) All facilities shall be maintained at a high level of hygiene and cleanliness.
- b) Cleaning frequency will be based upon the level of use and volumes of activity associated with each facility.
- c) Restricted Public Toilets will be accessed by user groups through a formal booking arrangement. User groups will be responsible for the availability of access during the hire period, the monitoring of the cleanliness of the facility, and replenishing of supplies and cleaning following use.
- d) The Council will fully clean and sanitize Restricted Public Toilets once a month and supply user groups with supplies and cleaning equipment as required and on request.
- e) The frequency of cleaning and levels of service response for all existing public toilets shall be fully documented within the Greater Shepparton Public Toilet Service Plan.

4. Public Safety

- a) The location, design and management of toilets should be consistent with Crime Prevention Through Environmental Design (CPTED) principles
- b) Facilities should be highly visible from the surrounding area and not hidden from the public
- c) Entrances to facilities should be clearly visible from the street and other public areas; and public toilets in or near playgrounds should be clearly visible from the playground. Access should not be obscured.
- d) Maximum use of natural light and if used after sunset, good artificial light in and around the facility
- e) Capacity for natural surveillance from pedestrian activity and other building users should be included. Other buildings or landscape features should not obscure the view of the public toilet.
- f) Entrances should face towards areas of maximum pedestrian activity
- g) Landscaping should not obscure public toilets. Low planting is acceptable
- h) Building materials and finishes should be light in colour and a type of material that discourages graffiti and which is easy to maintain and clean.

- i) Facility design and cubicle configuration should be welcoming, with cubicles having direct access to the public area, natural lighting to be maximised and light coloured surfaces
- j)

5. Service Communication

- a) The time and date of the last cleaning of each public toilet and contact details to report poor conditions or damage will be displayed prominently at each venue.
- b) Directional signage will be available throughout central business districts and towns to provide clear indication of where toilets are located.
- c) Directional signage which is clear, uniform and accessible will be provided no less than 100 meters from each public toilet facility.

RELATED POLICIES AND DIRECTIVES

- Greater Shepparton Public Toilet Service Plan (2013) (Under Preparation)
- Greater Shepparton Universal Access and Inclusion Plan 2013-2017 (DRAFT).

RELATED LEGISLATION

- Australian Standard AS 1428.1 (Design for Access, the Mobility)
- Federal Disability Discrimination Act
- Disability (Access to Premises - buildings) Standards 2010 (the Premises Standards).

REVIEW

The Council's Public Toilet Management is to be reviewed every three (3) years by the Council's Manager Recreation and Parks

Gavin Cator

11/12/13

Gavin Cator

Date

Chief Executive Officer

ATTACHMENTS

Nil.

