

# **GREATER SHEPPARTON CITY COUNCIL**

**Policy Number 16.POL1**

## **PUBLIC TOILET POLICY**

**Version 2.0**

**Adopted 17 December 2019**

<b>Department:</b>	Parks, Sport and Recreation
<b>Responsible Officer:</b>	Manager Parks, Sport and Recreation
<b>Approved By:</b>	Chief Executive Officer
<b>Next Review:</b>	17 December 2022

## DOCUMENT REVISIONS

<b>Version #</b>	<b>Summary of Changes</b>	<b>Date Adopted</b>
<b>1</b>	<b>Policy first draft and adopted</b>	<b>19 November 2013</b>
<b>2</b>	<b>Policy revised with changes aimed at making the document more concise</b>	<b>17 December 2019</b>

## 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 quality, universally accessible and appropriately located public toilet amenities to meet community needs. This policy will guide the provision and management of public toilets with respect to:*

- *Siting and Distribution*
- *Accessibility*
- *Quality and Service Levels*
- *Public Safety*
- *Service Communication*

## SCOPE

*This policy applies to all public toilets within the municipality that are owned and managed by Council. The Policy excludes toilets within leased areas and those in permanent staffed Council buildings, community centres and local commercial centres.*

## DEFINITIONS

Reference term	Definition
General Public Toilet	<p>High quality public toilets for people of all abilities, genres and the LGBTIQ+ community. 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, genres and the LGBTIQ+ community. 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

*The general principles for the location of public toilets are;*

### 1. Siting and Distribution

- a) Locations that are associated with and support high levels of community and social interaction and activity (central business districts, regional and district parks and recreation and sporting reserves).
- b) All large towns should have at least 1 General Public Toilet or Precinct Public Toilet. Large towns include: Mooroopna, Tatura, Merrigum, Murchison, Toolamba, Undera and Dookie.
- c) Aligned with existing and planned commercial and private developments that include public access to toilet and change room facilities.
- d) 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.
- e) At wayside stops only when adjacent to a community facility with reasonable levels of community use (for example a district park at a town entry)
- f) Public toilet facilities will not be provided at drainage reserves, community parks or small open spaces or within close proximity to residential properties.
- g) 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.
- h) The existing and proposed future siting, type and distribution of public toilets shall be documented and described within the Greater Shepparton Public Toilet Strategy

### 2. Accessibility

- a) Universal design principles should be applied, as far as practical. This includes upgrades to existing facilities and new facilities.
- b) Facilities must be usable and universally accessible to people of all abilities, genres and the LGBTIQ+ community
- c) Facilities should accommodate a wide range of individual preferences and abilities
- d) Facilities should be easy to access and use, regardless of the user's experience, knowledge or language skills.
- e) Facilities must communicate necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities
- f) Facilities should provide appropriate size and space for approach, reach, manipulation, and use, regardless of a user's body size, posture or mobility.
- g) 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 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 user will monitor the cleanliness of the facility, replenish supplies and clean following use.
- d) The frequency of cleaning and levels of service response for all existing public toilets shall be fully documented within the Greater Shepparton Public Toilet Strategy

#### 4. Public Safety

- a) Provision of new public toilets should incorporate Crime Prevention through Environmental Design (CPTED) principles which increase visibility, encourage passive surveillance, provide predictable routes and entrapment locations.
- b) CPTED principles will also be applied, where possible, to existing public toilet facility refurbishments such as the removal of alcove walls.
- c) Maximum use of natural light and if used after sunset, good artificial light in and around the facility
- d) Entrances should face towards areas of maximum pedestrian activity

#### 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 amenity locations.
- c) Directional signage which is clear, uniform and universally accessible will be provided no less than 100 meters from each public toilet facility.

### RELATED POLICIES AND DIRECTIVES

#### 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 Parks, Sport and Recreation.

28/01/2020

**Peter Harriott**  
**Chief Executive Officer**

**Date**

**ATTACHMENTS**

*Nil.*