



City of
KINGSTON

Public Toilet Strategy

2026 - 2036

Acknowledgement of Country

The City of Kingston proudly acknowledges the Bunurong People of the Kulin Nation as the Traditional Owners and Custodians of this land, and we pay our respect to their Elders, past and present.

Council acknowledges the Bunurong's continuing relationship to the land and waterways and respects that their connection and spiritual identity is maintained through ancient ceremonies, songlines, dance, art and living culture.

Council pays tribute to the invaluable contributions of the Bunurong and other Aboriginal and Torres Strait Island elders who have guided and continue to guide the work we do.

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Definitions

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Kingston:
Unique, Connected, Thriving!



Overview

Encompassing a total land area of 91 square kilometres, the City of Kingston features substantial areas of open space, beautiful beaches, a variety of play spaces and significant foreshore areas.

Kingston is recognised as one of Victoria's main employment centres, with more than 70,000 people employed across the LGA. Aside from the spectacular natural scenery, Kingston's industrial nightlife, diverse culture and top-class dining options play a big role in boosting activity and drawing visitors to the municipality.

Council is committed to building an accessible, liveable, and sustainable city that is truly a unique destination where everyone belongs. Provision of public toilets plays an instrumental role in realising this vision.

By definition, a public toilet is any room or building that contains a toilet and related features e.g. handwash basins. While their primary function is to provide a place for the elimination of bodily waste, they serve a much broader purpose in people's daily lives.

Research shows that public toilets are essential for administering medication, managing menstruation and other personal hygiene needs, changing nappies, caring for people with incontinence, breastfeeding, and supporting religious practices such as hand and body washing.

For many residents and visitors, lack of access to public toilets can be a barrier in taking part in day-to-day public life, leading to poorer health and wellbeing outcomes. While provision of stand-alone public toilets is not a statutory requirement, well-maintained and strategically located public toilets contribute to the overall liveability of the municipality by enabling participation in social, health as well as tourism activities across the municipality.

The Kingston Public Toilet Strategy details a framework and recommendations for the provision and management of Council-owned public toilets over the next 10 years. It establishes guiding principles and recommendations for effective and efficient management of public toilets across the municipality, with a focus on Major Activity Centres, busy foreshore areas and large parks and open spaces.

The Strategy will allow Council to transparently make evidence-based decisions on renewal, upgrade and delivery of public toilets across the Kingston LGA.

Strategy development

Kingston's *Public Toilet Strategy* has been developed through five key phases, as outlined below. Council officers led the strategy development, with feedback from the community and a peer review by external consultants to ensure alignment with industry best practice.

Phase 1 - Community engagement

Consultation was implemented in 2022 with the Kingston community to gain insights about their preferences and priorities for public toilets.

Phase 2 - Background analysis and audit

Data collection and research was conducted to understand the current best practice for provision of public toilets, community needs and status of the public toilet network in Kingston. Multiple sources of data were analysed to inform the recommendations and actions in this strategy:

- ✓ Building condition data
- ✓ Fit for purpose assessments
- ✓ Spatial analysis for destination-based planning
- ✓ Gender and equity impact assessment
- ✓ Community consultation

Phase 3 - Public Toilet Strategy

The *Public Toilet Strategy* was prepared to be reviewed and approved by Council for release to the community for consultation.

Phase 4 - Community engagement

The community was invited to provide feedback on the *Public Toilet Strategy*. The feedback received was reviewed and relevant edits to the strategy were made.

Phase 5 - Adoption by Council

The final *Public Toilet Strategy* (this document) was adopted by Council on 23 February 2026.

Background & Context



Public toilets in Kingston

This strategy focusses on Council-owned public toilets with consideration of the role that non-Council toilets play in overall provision.

In total, 89 public toilets service the Kingston municipality. Most of which (69) are managed by Council. Of those, 62 are situated in the public realm and 7 are within Council managed buildings (e.g. libraries and community hubs).

Council's portfolio of public toilets also includes 4 Changing Places, designed for people with high needs to participate in community life.

Council's network of public toilets is supplemented by other operators, as demonstrated in Figure 1. Noting, some of these facilities have limited public access. For example, access to toilets in shopping centres is at the discretion of management, and train stations may require users to 'tap on' to access the toilet (no journey fare is applied once 'tap off' within 15 minutes).

Facilities in other private premises with more restricted access, such as cafés, hotels and businesses have not been included in the statistics or maps.

Tables 1 and 2 opposite provide a breakdown of Council's public toilet portfolio by location and structure type. The majority of the toilets are located in public open spaces and foreshore locations. More toilets are in stand-alone structures (37) than co-located in a community facility, such as sporting pavilions (24).

FIGURE 1
Public toilet providers in Kingston

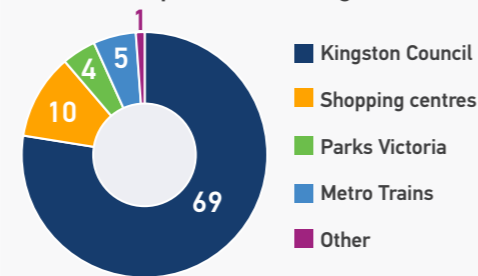


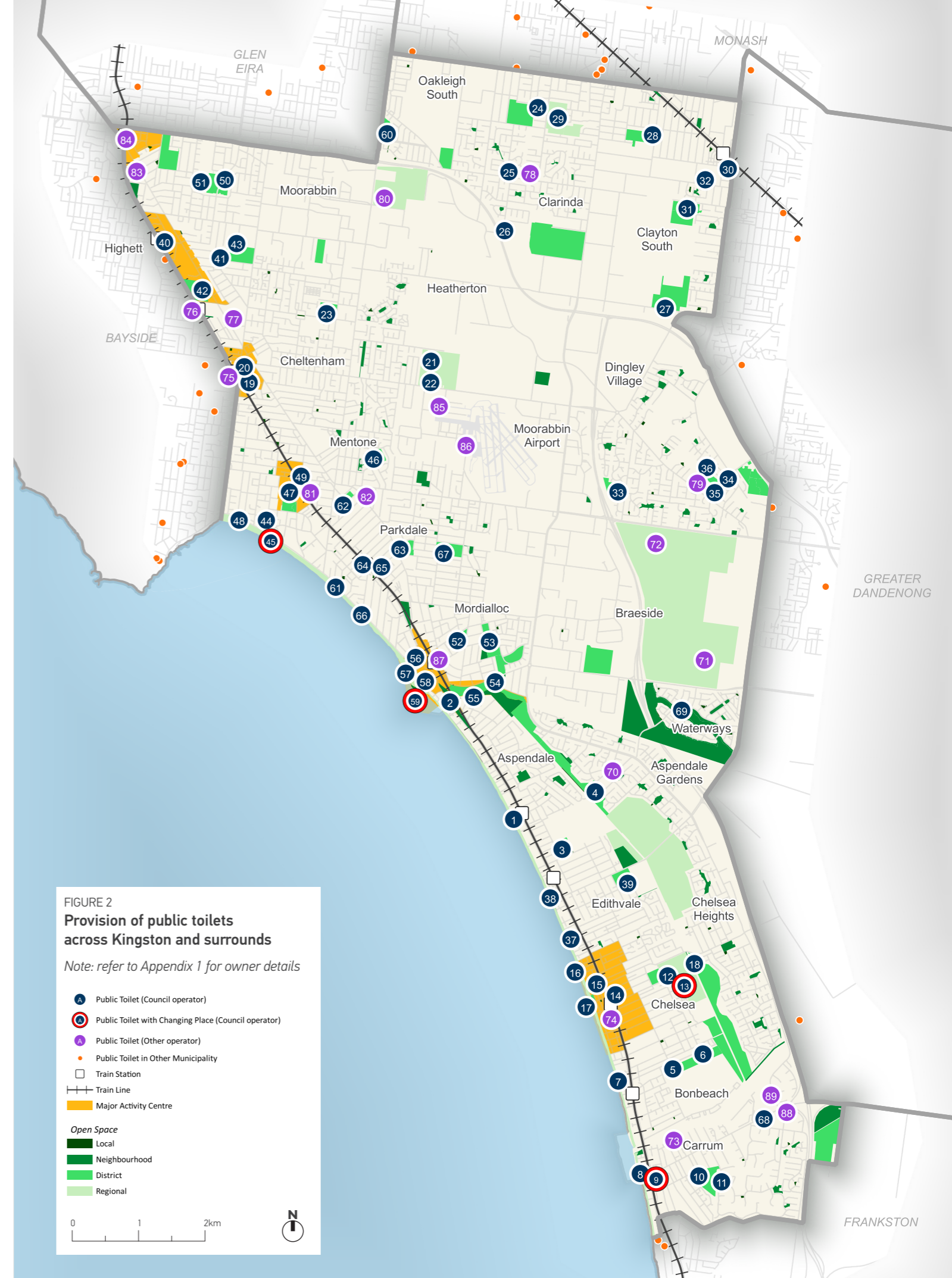
TABLE 1
Public toilet locations

Parks and reserves	39
Beaches	14
Council buildings	7
Activity centres	7
Train stations	2

TABLE 2
Public toilet structure types

Co-located	31
Stand alone	38

Figure 2 opposite highlights the location of the public toilet network across Kingston, as well as those in neighbouring Council areas near the municipal border. It illustrates distribution by operator type across key locations, such as major activity centres, foreshore and open spaces.



Kingston snapshot

Understanding our community profile is essential when planning facilities such as public toilets. Recognising the specific needs of our population ensures that facilities are designed and delivered to be inclusive, accessible and responsive to the community.



51.5% female
48.5% male



32%
born overseas



14%
aged 15+ are carers
for people with a
disability, long term
illness or older age

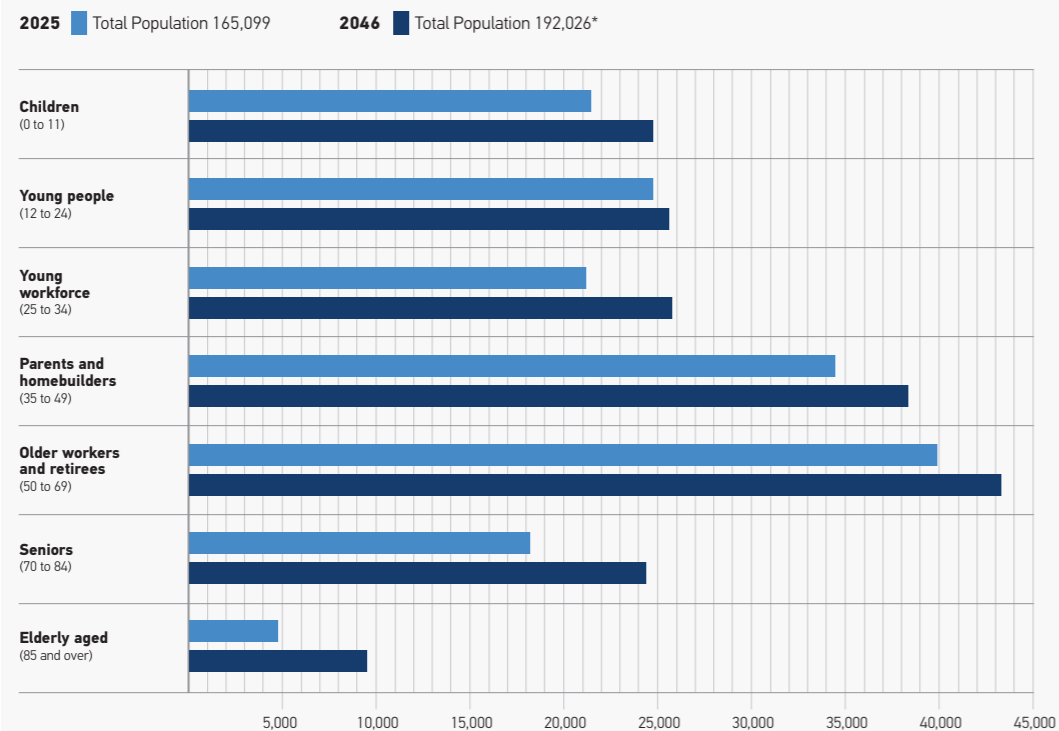


6%
need assistance
due to disability



20%
have a disability

FIGURE 3
Population and forecast breakdown by age



*includes development assumptions created for the Cheltenham Suburban Rail Loop precinct created by .id, based upon public information available at the time of forecasting (July 2024).

Demographic trends

Population size and density

Highly populated and trafficked areas require more frequent and accessible toilets. Understanding the location of these areas will help inform the quantity, placement and scale of toilet facilities required.

Gender

- Research reveals that women generally take twice as long in toilets due to menstruation and personal care requirements and may require additional cubicles to avoid long wait times.
- Gender neutral toilets play an important role in ensuring equitable access to inclusive facilities for all members of the public.
- Single-gendered toilets are also important for supporting cultural and religious beliefs of our community, particularly in suburbs such as Clayton South and Clarinda.
- Co-disposal bins for continence, sanitary and nappies, along with baby change facilities are a requirement for people of all genders.

Age distribution

- Children and elderly people often have greater or more urgent toilet needs.
- When compared to other age groups, older people are more likely to have mobility requirements, therefore features such as accessible public toilets play an important role.
- Parents with young children also have additional requirements, for example baby change tables and access to family toilets that can accommodate prams.

Disability and medical needs

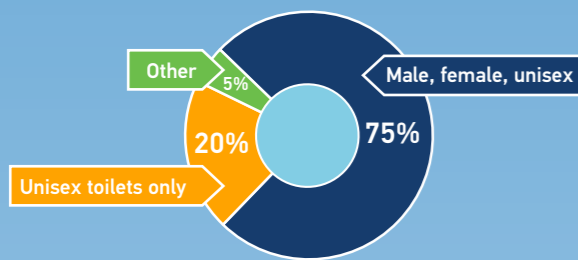
- Understanding the needs of people with disability in our community ensures public toilets are accessible and the space surrounding the toilet is well designed. This includes features such as ramps, connecting paths, and Braille signage.
- It is important to consider non-visible disabilities or medical needs to ensure all people can confidently access public toilets (e.g. disposal of incontinence waste).
- Handwashing facilities within accessible bathrooms to allow for carers to wash hands within the cubicle or to sanitise and administer medication.

Community feedback

In 2022, Council undertook community engagement activities to inform the redevelopment of the Public Toilet Strategy, resulting in 580 responses from community members.

Feedback received through this process has created an understanding about community preferences and insights which have shaped this strategy.

FIGURE 4
Preferred toilet configuration



44% reported weekly usage of public toilets in Kingston.

76% feel reasonably safe to use public toilets in Kingston.

60% selected parks and open space as the best location for public toilets



Toilet paper, handwash basins, toilet seat, soap dispensers and adequate lighting were ranked as the most important features in a public toilet.

Refer to Appendix 2 for more details.

'In an inclusive Kingston, I can embrace a healthy and active lifestyle. I have access to facilities like accessible toilets and changing places facilities that enable me to extend the time I can spend out in the community and I can be immersed in the natural environment and Kingston's beautiful beaches'.

Other relevant community consultation

Consultations conducted to inform the development of other Council documents have also provided insights about public toilets in Kingston.

Liveability Survey

The top three priorities for improving liveability across Kingston are:

1. General condition of public space
2. Elements of natural environment
3. Access to neighbourhood amenities

Public toilets in the right destinations across Kingston supports #3 priority for supporting 'Access to neighbourhood amenities'. The #1 priority 'General condition of public open space' may also be influenced by the condition (good or poor) of public toilets located in open spaces.

Play Your Way

When asked about the important feature of a play space that would encourage people to visit, 16% of respondents mentioned access to public toilets.

10-Year Asset Plan

Consultation data identified public toilets are performing poorly and are clearly a source of dissatisfaction for the community. While not ranked as a top long-term strategic priority, addressing issues related to maintenance, cleanliness, accessibility, and availability will be critical to improve community satisfaction and uphold basic public amenity standards.

Open Space Strategy

21% of respondents voted for improvements to facilities (which includes toilets, BBQs and park furniture) as a top three actions to make open space engaging for people of all genders.

All Abilities Action Plan

Highlights several actions related to access to public toilets, which will be considered as part of this iteration of the Public Toilet Strategy.



Legislation, policy and organisational alignment

While provision of stand-alone public toilets is not a legislative requirement, well-maintained and strategically located public toilets meet essential human needs and contribute to the overall liveability of the municipality.

Disability Discrimination Act 1992

The Disability Discrimination Act 1992 (DDA) legislates for the protection of all Australians from discrimination based on a disability and remove barriers to participation. This legislation mandates that public toilets be designed appropriately and to include features that allow equal access, independence and dignity for all. Compliance with DDA standards however does not always guarantee access for people requiring additional access and support needs.

Changing Places toilets are designed to provide a higher level of accessibility, including an adult change table, hoist system, greater circulation spaces, and automatic doors. In 2019, the National Construction Code (NCC) was updated to make it mandatory for major public buildings such as sports stadiums to include a Changing Places toilet. The Victorian Changing Places Design Specifications (2020) provides guidance on constructing such facilities.

Gender Equality Act 2020

This legislation encourages public spaces to be designed in a way that addresses the different needs of people of all genders and their intersecting identities. At Kingston, these are explored through Gender & Equity Impact Assessments (GEIAs) to promote safety, fairness and inclusivity in the future planning and design of public toilets.

Council Alignment

The Public Toilet Strategy aligns closely with the Asset Plan, Council & Wellbeing Plan and Capital Works in the Integrated Strategic Planning and Reporting Framework, as shown in Figure 5 opposite.

Council & Wellbeing Plan 2025-29

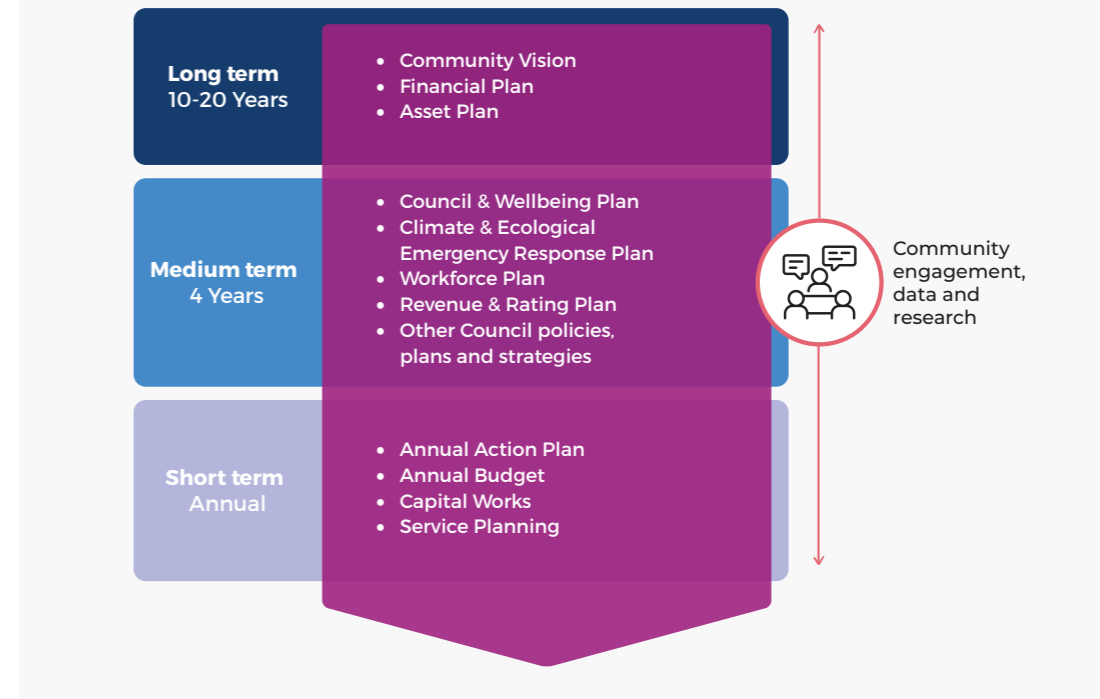
The Public Toilet Strategy delivers on Council's Liveable & Sustainable key direction of the Council & Wellbeing Plan 2025-29,

Objective: We live in a sustainable, well-planned and maintained city that preserves neighbourhood character, protects the environment and is future-focused.

Strategy: Provide infrastructure and public spaces that enhance liveability, accessibility and are well-maintained now and into the future.

FIGURE 5

Integrated Strategic Planning and Reporting Framework



Community Vision

The Community Vision was developed in 2021 by a representative panel of community members. Our Community Vision reflects the goals and aspirations of our community for the future.

Kingston is a resilient, inclusive, and diverse community. We are building the most liveable and sustainable city in Victoria. We champion and nurture our green and open spaces creating a safe, healthy environment. Our shared legacy connects our community, embracing innovation, making Kingston the place to live.

Council Vision

Councillors developed a Council Vision in 2025 to demonstrate their commitment to achieving the Community Vision. Both visions will be used to guide Council's decision making over the 4-year Council term.

Kingston: Unique, Connected, Thriving! We are a Council shaping a brighter future that champions wellbeing and safe communities. We are building an accessible and sustainable city that is truly a unique destination where everyone belongs.

Other relevant Council documents

The following Council documents are also relevant to the provision of public toilets throughout the City of Kingston:

- All Abilities Action Plan 2024-2028
- Asset Management Policy 2024 – 2028
- Property Strategy 2024
- Open Space Strategy 2023 – 2033
- Play Your Way Strategy 2023-2033
- Sporting Pavilion Assessment & Prioritisation Policy 2024-2026
- Sports & Recreation Strategy 2018-2024
- Walking & Cycling Plan



The Strategy

The vision, guiding principles and strategic directions guide future planning, design and delivery of public toilets in Kingston and ultimately improve community outcomes.

Vision

Support participation in community life through public toilets that are safe, inviting and well located, serving as essential infrastructure that promotes health, inclusivity and dignity for all.

Strategic Directions

1. Ensure adequate provision of public toilets to support participation in community life.
2. Design for functionality and safety
3. Our toilets will be inclusive and welcoming for all users.
4. Ensure public toilets function correctly, are well maintained and clean.

Guiding principles

This strategy seeks to apply the following relevant principles from the *Council & Wellbeing Plan 2025–29*.



Evidence-based decisions

All decisions regarding the planning, design and maintenance of public toilets will be grounded in robust and up to date data. This includes but is not limited to demographic trends and community needs to ensure resources are allocated effectively and equitably.



Sustainability

Design, construct and maintain public toilets to minimise environmental impact. Durable, structures, fixtures and fittings will minimise environmental impacts and reduce frequency of maintenance and replacement of fixtures, fittings and facilities in the future.



Health, equity and social justice

Uphold the principles of access, equity and participation in community life. Access to public toilets is recognised as a basic human right. The strategy will seek to address barriers to physical access to toilets in public spaces, to ensure that everyone can equally enjoy the amenities and opportunities on offer across Kingston.



Collaboration

Forming partnerships with other providers and advocating for other levels of government to include high quality public toilets within land managed by these respective authorities. Where appropriate, consider public toilets in Council's advocacy work as part of significant future developments across Kingston.



Financial viability

The construction and ongoing management of public toilets require a considerable investment for Council. Cost-effective design and construction practices are essential to ensure management costs remain financially sustainable. Innovative funding approaches may also play a role in offsetting costs.



STRATEGIC DIRECTION 1:

Ensure adequate provision of public toilets to support participation in community life

Destination-based planning

Council understands from community consultation data that people are more likely to use public toilets located in key public spaces and activity nodes.

The Royal Society for Public Health describes the concept of a 'loo leash', how a lack of accessible, safe, and hygienic public toilets can restrict people's travel movements or lead them to reduce their food and fluid intake to avoid using inadequate facilities.

In response, this strategy sets out a destination-based approach to public toilet planning in Kingston.

A destination-based model focuses on strategically locating public toilets in high-use areas that support community life such as major activity centres and regional or district open spaces, as well as busy foreshore areas.

Key benefits of the destination-based approach include:

- Reducing barriers to participation by targeting well used places, key activity nodes and highly visited public spaces across Kingston.
- Avoiding the placement of toilets in isolated or inappropriate places.
- Aligning with Council's *Open Space Strategy*, which recommends public toilet provision based on the hierarchy of open spaces (regional, district and some neighbourhood open spaces).

This targeted strategy recognises that directing investment to locations where public toilets are most needed and most likely to be used is the most cost effective and sustainable way to meet community demand.

It recognises that installing toilets everywhere is neither financially sustainable nor warranted by community demand, ensuring resources are invested where they are most needed and will be best used.



Parks and playspaces

Open spaces used for informal active recreation, such as unstructured physical activities, play and casual enjoyment of nature.

Within these open spaces, it is more common to see stand-alone toilet blocks typically located in close proximity to recreational amenities e.g. playspaces.

Council's *Play Your Way Strategy* uses a classification system for play spaces, reflecting the size, type and breadth of play experience and to the catchment from which draws users. The classification also relates to the length of time anticipated for users to 'stay and play', so provision of important related infrastructure such as toilets plays an important role in supporting this.

Cleanliness and provision of features such as baby change tables is especially important due to high use by families and children.

Other key considerations for toilets within these locations include:

- ✓ Well located, easily identifiable in close proximity to playgrounds to improve visibility and accessibility for families.
- ✓ Inclusion of practical features such as external basins and water fountains to wash hands, access drinking water and top up drinking bottles would be advantageous.
- ✓ Connecting pathways to ensure access can be maintained by all ages and all abilities.
- ✓ Sufficient cubicles to accommodate peak periods (e.g. summer) and if there are multiple recreational amenities that would increase utilisation.
- ✓ The surrounding natural environment and landscaping should have good sightlines and encourage natural surveillance.



Sporting fields and surrounds

Open spaces predominantly used for formal organised sport. Typically includes playing fields and courts/pavilions

Council's *Open Space Strategy* refers to the desired inclusion of public toilet at the various sized open spaces, depending on their usage classification.

All open spaces which provide sporting infrastructure should have accessible public toilets; recreational and civic and urban spaces servicing more than 2,500 people should ideally also have a public toilet.

Toilets at these locations are generally co-located in the pavilions that house the respective sports clubs.

Other key considerations for toilets within these locations should include:

- ✓ Locating public toilets within pavilions with external entries, which is considered best practice and preferable to stand-alone facilities.
- ✓ Sufficient cubicles to accommodate spectator demand during games while maintaining availability for broader public use.
- ✓ Providing clear wayfinding and signage so visitors and spectators can easily identify the nearest toilets and understand they are available for public use.
- ✓ Designing adequate space between cubicles and the surrounding area to allow for comfortable waiting zones.



Major activity centres

Kingston's activity centres are connected places where people can shop, work, meet, relax and live. They can have different attributes and provide access to a wide range of goods and services

Public toilets within these areas should be strategically located to be in close proximity of key activity nodes or public transport stops.

Clean and conveniently located public toilets encourage visitors to stay longer, increasing the likelihood of economic activity across the businesses.

Key considerations for toilets within these locations include:

- ✓ Clear wayfinding and good visibility to encourage use.
- ✓ Materials, palettes, and landscaping that complement the local character.
- ✓ Inclusion of practical features such as hooks for shopping and bags.
- ✓ Operating hours that align with community use, including the night-time economy.
- ✓ Adequate and welcoming lighting.
- ✓ Supporting infrastructure such as bins and benches that enhance the public realm.



Foreshores

The City of Kingston has more than 13km of coastline along Port Phillip Bay from Mentone to Carrum.

Public toilets at this location are a mix of integrated (e.g. Lifesaving Clubs) and stand-alone structures, with access points to the beach.

Key considerations for toilets within these locations include:

- ✓ Durable materials designed to withstand the coastal climate, including wind, sun, sand, and salt water.
- ✓ Sufficient cubicles to accommodate peak periods (e.g. summer) and reduce wait times.
- ✓ Additional facilities to support beach-related activities, such as showers, drinking fountains, and change tables for children.
- ✓ High-quality design that reflects the regional significance of the location and supports tourism activities.



Community buildings

Council-owned facilities where community members can access programs and services.

Council buildings play a significant role in supplementing Council's network of public toilets (e.g. libraries, community centres).

Toilets are typically located inside the buildings and include a mix of single-gendered, accessible, ambulant and all-gender toilets.

It is important to consider that these sites can be a place of refuge for those seeking shelter or requiring a safe place to rest, therefore access to toilets within these places is highly valued by the community.

Key considerations for toilets within these locations include:

- ✓ Incorporating external toilet access in community facilities, allowing use outside of building operating hours and reducing duplication of services in the area.
- ✓ Recognising the important role Council buildings play for vulnerable community members, with facilities such as showers (e.g. Clarinda Community Centre) demonstrating strong community demand.

Spatial Analysis

Council has applied spatial analysis to determine gaps in the public toilet network across the City of Kingston.

This identifies where access is not currently provided at one of the four key destination location types – Major Activity Centres, district/regional open spaces, foreshore and community buildings.

The spatial analysis has taken into consideration public toilets managed by other operators, to illustrate overall provision to the community, identify real gaps and avoid duplication.

It will also support Council to advocate for provision of public toilets within private developments as these opportunities arise e.g. supermarkets.

This analysis revealed the following top priority sites to investigate feasibility for new toilet facilities:

- Aspendale to Mordialloc foreshore
- Moorabbin Activity Centre
- Keith Styles Reserve, Mentone

This analysis identified other sites without a public toilet facility (highlighted in Figure 6), however they were excluded from the recommendations of this Strategy as they are located on land not owned by Council (e.g. Melbourne Water) or are open spaces with functions not suited to toilet provision (e.g. conservation areas).

Travel accessibility

To further verify the distribution, Figure 6 demonstrates walkable distance from existing facilities and the three identified gap areas.

Using the measures of 400m (approx. equivalent to a 5-minute walk) and 800m (approx. equivalent to a 10-minute walk), the map shows the

catchments that each facility serves. The 5-minute benchmark is intended to support equitable access, while the 10-minute benchmark ensures an even distribution of facilities across Kingston.

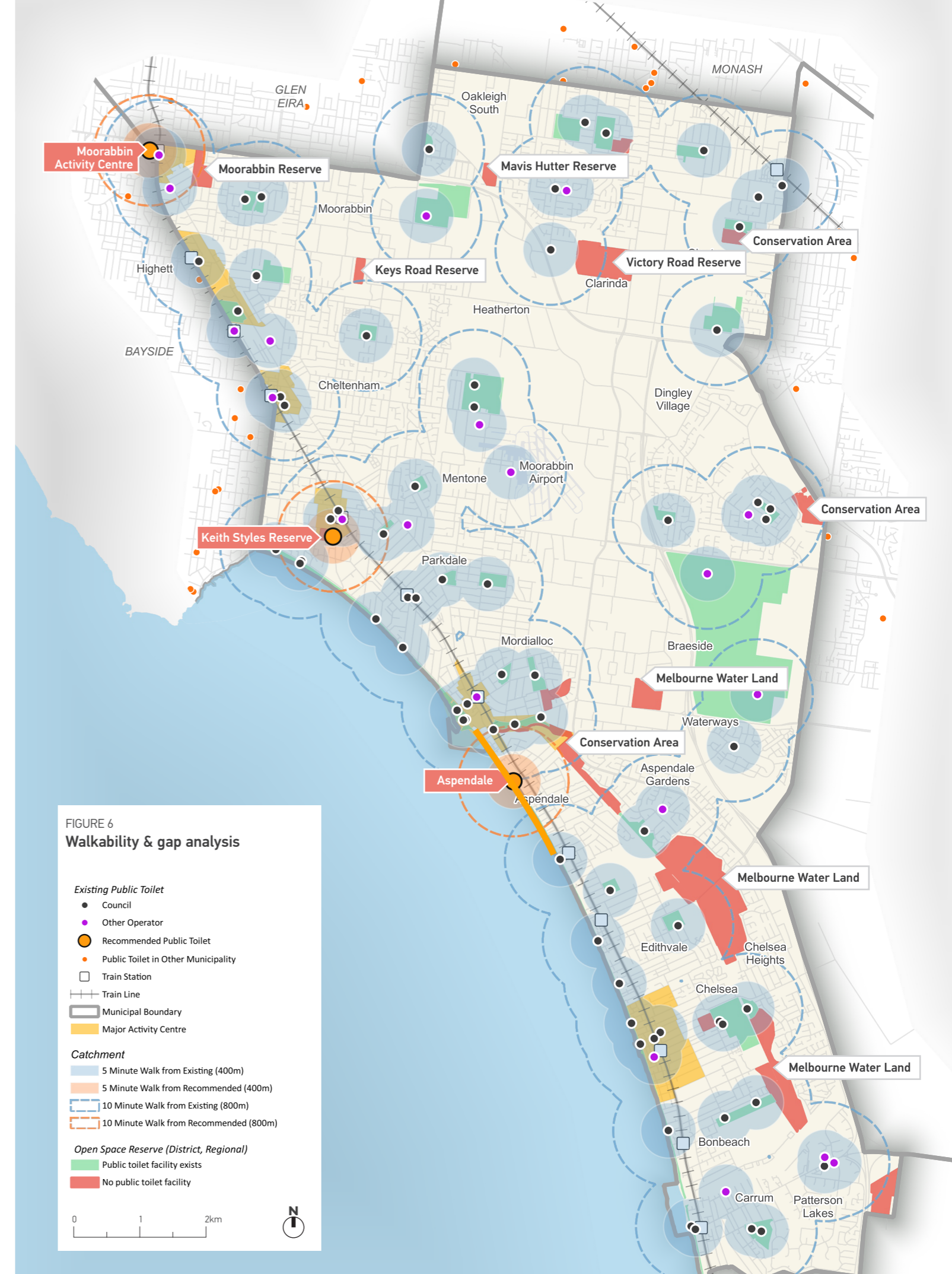
The map also overlays district and regional hierarchy open spaces, Major Activity Centres and shows residential areas, with circles showing walking distances to each facility.

Overall, the map shows a strong pattern of public toilet provision across the Kingston LGA. Through this assessment, a cluster of public toilets in the Mordialloc area was identified.

To make the most efficient use of resources, further investigation is recommended to identify assets nearing the end of their useful life, with a focus on directing investment to underserved areas. This approach will support a more balanced and equitable distribution of facilities across the municipality, enhancing accessibility and convenience for all residents and visitors.

Although Council's destination-based model emphasises on provision of public toilets within regional and district open spaces, there may be instances in which Council will not be able to construct public toilets in some open spaces. For example, absence of other related infrastructure that would encourage extended length of stay at these reserves (e.g. no recreational infrastructure), or significantly higher construction costs due to access issues to underground services, both making it difficult to rationalise provision. This currently includes:

- Mavis Hutter Reserve, Oakleigh South
- Victory Road Reserve, Clarinda
- Keys Road Reserve, Moorabbin.



STRATEGIC DIRECTION 1

Actions

	Timeframe	Internal stakeholders
Through the capital recommendations, address gaps in provision by prioritising key activity nodes and high-use public spaces across the City of Kingston such as: <ul style="list-style-type: none"> • Regional, district open spaces • Regional foreshore areas • Major activity centres • Community buildings 	Ongoing	Inclusive Communities PMO Infrastructure City Strategy



STRATEGIC DIRECTION 2:

Design for functionality and safety

The design of public toilets plays a critical role in ensuring they work well. By prioritising both form and function, good design helps create public toilets that meet the diverse needs of the Kingston community.

The following information outlines different configurations for public toilets and potential benefits and challenges.

Stand alone

Free standing and not attached to any other structures or infrastructure

Benefits	Challenges
<ul style="list-style-type: none"> • Convenient access <ul style="list-style-type: none"> - Can be placed strategically in high-traffic areas, as typically seen through installation of structures like exceloo - Not reliant on availability or access to existing buildings • Flexible location <ul style="list-style-type: none"> - Can be installed almost anywhere, provided access to underground services. • Visibility <ul style="list-style-type: none"> - Easy to recognise within the public realm. • Urban design initiative and opportunity <ul style="list-style-type: none"> - Can encourage and provide locations for public art - Local residents or businesses may oppose placement due to concerns of loitering, odour or perception of safety. 	<ul style="list-style-type: none"> • Vulnerable to vandalism and anti-social behaviour. • Safety and security concerns – especially when located in isolated areas. • High maintenance costs. • Community resistance.

Co-located

Integrated with facilities/buildings, eg pavilions or other higher order community buildings

Benefits	Challenges
<ul style="list-style-type: none"> • Better safety and security <ul style="list-style-type: none"> - Encourages more natural surveillance by being in a facility with other users present. • Cost savings <ul style="list-style-type: none"> - Being a shared infrastructure can lead to construction efficiencies by being able to access existing underground services (e.g. plumbing, power). - A more financially sustainable model than managing stand-alone facilities. • Lower risk of vandalism <ul style="list-style-type: none"> - Due to surveillance and foot traffic. 	<ul style="list-style-type: none"> • Visibility <ul style="list-style-type: none"> - Less easily identifiable and relies on good wayfinding signage • Access <ul style="list-style-type: none"> - May appear uninviting e.g. when co-located with pavilions, other park users may feel they are not able to use them. • Less flexible <ul style="list-style-type: none"> - Reliant on the anchoring building e.g. pavilion. • Community resistance <ul style="list-style-type: none"> - Local residents or businesses may oppose their placement due to concerns over loitering, odour or perception of safety. • Overcrowded <ul style="list-style-type: none"> - Casual park users may be reluctant to use the toilets due to overcrowding during peak times such as game days.



Functionality

Public toilets vary by the functionality they serve to the community. The toilet's location, type of use, and the key user groups they support influence the functionalities of the toilet's design.



Accessible

Accessible toilets are designed to allow additional space with wider door openings to enable wheelchair access and assistance. They include features such as lower mirrors and washbasins within the cubicle, grab rails and sanitary disposal units.

Additionally, many accessible toilets also include a baby change table to catering for families with young children.

It is important that the design of these facilities includes accessible connecting paths to the toilet block with appropriate signage, including braille.

These toilets are not accessible to everyone, with people who need additional access and support requiring a changing places facility, which would vary considerably to an accessible toilet.



Ambulant

Ambulant toilets are designed for people with mobility issues such as sensory loss or difficulty walking.

Ambulant cubicles include grab rails and have slightly wider door openings than standard cubicles. But they do not provide the extra space provided in accessible toilets.



Men + women

These cubicles are clearly identified and available via separate entrances.

There is strong research to support the retention of separate gender specific toilets. In the round one community consultation for the Public Toilet Strategy, 75% of respondents identified a preference for male / female toilets. This is related to factors such as safety, security, privacy, cultural considerations, health and hygiene.

Key considerations when designing these cubicles include:

Men:

- Co-disposal hygiene bins in busier areas and hand washing within at least 1 cubicle.
- Access to baby change facilities.
- Safe sharps disposal bins.

Women:

- The number of cubicles, due to longer wait times for women which could lead to other issues associated with having to hold on.
- Menstruation care or other sanitary requirements.
- A hand wash basin within at least 1 cubicle.
- Access to baby change facilities.
- Safety measures related to the design of the toilet and surrounding area, including lighting and natural surveillance.
- Other uses of the space, such as breastfeeding/pumping and needing a place to sit within cubicles (could be a wall mounted seat).
- Secure latches/appropriate locks on doors to accommodate women using toilets with children.
- Provision of safe sharps disposal bins.



All gender

All-gender public toilets can be used by anyone. They provide a safe space for people who identify as non-binary and support parents and carers with children or clients of the opposite sex that require assistance in the bathroom.

Key considerations when designing all-gender toilets include:

- Baby change tables for parents, rather than the traditional provision of change tables only in female toilets.
- Wayfinding signage that uses correct infographics (e.g. gender neutral instead of male, female toilets this way). For simplicity, label as 'Toilet' on the signs, as other terms can be confusing to the public.
- Co-disposal hygiene bins.
- Safe sharps disposal bins.



Changing Places

Changing Places facilities are designed for people who have high support needs to participate in community life.

They are more spacious and better equipped than an accessible toilet.

The features of Changing Places include an adult change table, hoist, shower, privacy screen and a large circulation space.

STRATEGIC DIRECTION 2

Actions

	Timeframe	Internal stakeholders
Prioritise co-location of public toilets within pavilions or community buildings located within, or in close proximity to, key public and open space destinations	Ongoing	Infrastructure PMO
Improve wayfinding signage to public toilets – this may involve audits around open spaces, foreshores and Major Activity Centres to ensure wayfinding signs are correct and clear.	Short <i>commence within 1-3 years</i>	City Works
Include Crime Prevention Through Environmental Design (CPTED) principles in planning and designing all future public toilet works to enhance visibility, passive surveillance and support safe movement.	Ongoing	Inclusive Communities Infrastructure PMO
Enhance connections between public toilet facilities and key access points such as car parks, pedestrian pathways, and shared user route – this may involve auditing connecting paths to toilet blocks to ensure safe all abilities access, with a view to develop an improvement program.	Short <i>commence within 1-3 years</i>	Inclusive Communities Infrastructure PMO
Explore the possibility of making existing toilets within community buildings publicly accessible.	Short <i>commence within 1-3 years</i>	Inclusive Communities



STRATEGIC DIRECTION 3:

Public toilets will be inclusive and welcoming for all users

Fit for purpose assessments

Council undertook fit for purpose assessments of all Council-owned public toilets for the development of this strategy. This information creates a better understanding of the safety and functionality of public toilets, looking beyond the physical condition of the facilities.

A fit for purpose criteria was developed based on known factors that influence people’s likelihood of using public toilets. It includes the following key items:

1. Location – overall location and wayfinding, lighting, safety and perceptions of safety
2. Aesthetics, design and maintenance – general interior and exterior appearance, durability, ease of maintenance and hygiene
3. Access and inclusion – DDA compliance and appropriate fixtures and fittings (e.g. baby change table)

The overall results from the fit for purpose surveys highlight several key themes and issues, as summarised in Table 4.

Refer to Appendix 3 for a spatial summary of fit for purpose scores for Council’s network of public toilets across open spaces as well as major activity centres.

The map provides a visual illustration of the scores across the three categories for each toilet using a pie chart symbol. The left side of the pie relates to the location category, the right relates to aesthetics, design and maintenance and bottom relates to accessibility and inclusion.

TABLE 4

Key themes and issues

Location	Aesthetics	Access + inclusion
<ul style="list-style-type: none"> ✘ lack of lighting ✘ large trees and vegetation ✘ located in isolated areas ✘ poor wayfinding 	<ul style="list-style-type: none"> ✘ appears dirty ✘ difficult to clean ✘ poor ventilation ✘ prone to vandalism 	<ul style="list-style-type: none"> ✘ no baby change ✘ no rails ✘ lack of connecting paths

Those highlighted in shades of red illustrate the poorest scores, whilst green shows facilities deemed as fit for purpose.

Gender and Equity Impact Assessment (GEIA)

Designing public toilets can be complex, with many considerations that must be explored to ensure toilet facilities are inclusive and welcoming for all. A GEIA was completed to understand the different needs of people of different genders with an intersectional lens to inform future planning and design. The research findings through this process have informed this strategy and recommendations.

Public toilets must be designed and constructed in accordance with the latest Disability Discrimination Act (DDA) standards, while also considering the diverse needs of user groups—including children, families, and people of all genders, ages, and abilities. Inclusive and thoughtful design is essential to creating welcoming public spaces that support equity, dignity, and comfort for all users.

STRATEGIC DIRECTION 3

Actions

	Timeframe	Internal stakeholders
Research and review utilisation of existing Changing Places to support provision and funding advocacy.	Short <i>commence within 1-3 years</i>	Inclusive Communities
Promote existing Changing Places, including steps involved for MLAK key access.	Short <i>commence within 1-3 years</i>	Inclusive Communities
Audit and monitor provision of co-disposal bins (including incontinence products, nappies and sanitary products).	Short <i>commence within 1-3 years</i>	Inclusive Communities
Improve information available on the Council website about locations of public toilets.	Short <i>commence within 1-3 years</i>	Inclusive Communities





STRATEGIC DIRECTION 4:

Ensure public toilets function correctly, are well-maintained and clean

Building condition assessment

Council conducts programmed building audits to assess the condition of 13 key components (e.g. superstructure, substructure, roof, hydraulic, floor covering, etc).

Figure 8 opposite illustrates the majority of stand-alone public toilets are in very good to good overall building condition.

Building condition scores of public toilets co-located with pavilions have not been included in this analysis, as the assessments reflect the condition of the entire building, not the toilet facilities specifically.

Maintenance

Effective maintenance is essential to ensure public toilets remain functional, clean and safe for users. A lack of adequate management of public toilets can lead to loss of public confidence and satisfaction, increased vandalism and deterioration of the asset life expectancy.

Planned maintenance of public toilets may include servicing of sewer pumps, backflow prevention devices, servicing of doors and fixture as required by suitably qualified technicians. Other proactive inspections are undertaken as part of the cleaning regime and any defects identified are reported to Council to action.

Reactive maintenance is reported to Council through a variety of avenues by members of the public,

FIGURE 8
Building conditions - stand-alone toilet

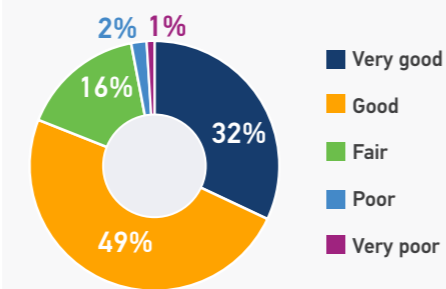


FIGURE 9
Monthly maintenance requests (Jul 23 - Oct 24)

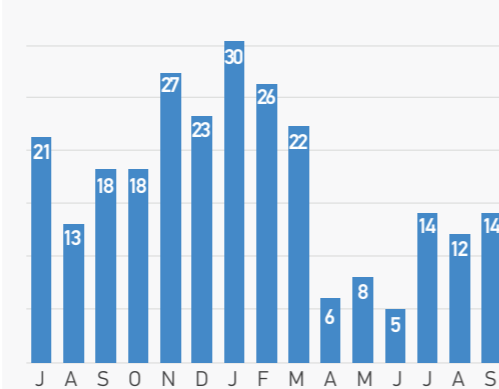
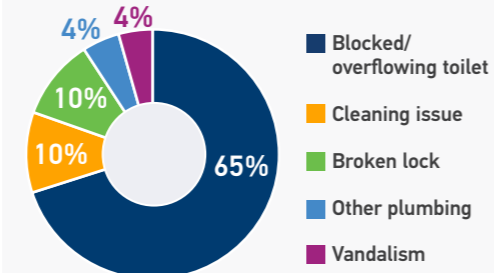


FIGURE 10
Maintenance issues



e.g. social media, website or telephone. Once received by Council officers, requests are triaged to trades and technicians to resolve.

Between July 2023 to September 2024, Council received 257 reactive maintenance requests related to public toilets, as illustrated by Figure 9.

The data demonstrates that public toilets are utilised all year round. A spike in the number of requests in the warmer months is noted, likely associated with increased outdoor activities and therefore demand for public toilets during the summer peak period.

The most common reactive maintenance request in this period was for blocked or overflowing toilets. Pages 36-37 list the maintenance issues grouped into key categories.

Maintenance standards

A summary of Council's maintenance standards is listed below.

These maintenance standards promote consistent upkeep of Council's network of public toilets and reflect Council's commitment in continuing to meet service level requirements, public health and comfort and community wellbeing.

Maintenance standards	
Cleaning Frequencies	Public toilets are cleaned at least once a day, with some facilities cleaned up to 3 times per day. Cleaning schedules are adjusted seasonally, with busy toilets cleaned up to 4 times per day during peak times such as summer period and school holidays.
Consumables	Supply of products such as toilet paper, soap dispensers etc are checked on a daily basis as part of the cleaning routine and are replenished on a need's basis.
Cleaning Audits	Council has a joint monthly audit schedule with its cleaning contractor, with a KPI of 30 audits per month.
Proactive Inspection	A requirement of the cleaning contract is for cleaners to report any issues to Council for repair / attention. Council does not currently have a formal routine inspection of its network of public toilets. However, some fixtures and fittings are audited as part of the daily cleaning regime.
Reactive response process	Maintenance requests and defects reported to Council are actioned in line with Council's standard maintenance response times – 20 business days. Response times can vary based on hierarchy and location type. For example, a broken toilet in a regional open space may be prioritised due to high usage. The intention is to reduce the risk to the public and property to a reasonable and acceptable level until such time as more permanent repairs can be completed. The defect is required to be fully rectified within 20 business days unless otherwise agreed by Council. For example, a blocked toilet reported on a weekend may result in a temporary closure of the toilet cubicle, unless it would result in a complete service disruption.
Opening & Closing Times	Toilets are opened from 6am and closed by 9pm daily by Council's cleaning contractors. However, as many of the public toilets require manual opening and closing, additional 2-hour grace period is allowed.

The following conclusions related to public toilets have been identified through further on ground assessments and analysis of recurring maintenance problems:



Piping issues

Identified as the root cause of a significant number of recurring plumbing and blockage requests. This relates to unsuitable piping being used during construction, typically domestic style pipes, which are not designed to accommodate high level of usage.

This is further exacerbated for facilities located near commercial areas where the sewer system is shared with other busy facilities such as restaurants.

Automated features

Problems stemming from the automation of features, fixtures and fittings were detected.

These features appear more susceptible to frequent breakdown, making them unsustainable in the long-term.

There is also reluctance from the community related to specific automatic features, such as the potential for automated doors to malfunction.

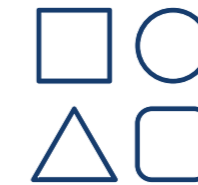
Costs related to architecturally designed products

There are significantly higher construction costs associated with architecturally designed public toilets.

More traditional and 'off the shelf' products are Council's preference.

Based on recent projects, the design and build of a new public toilet is estimated to typically cost between \$300,000 and \$500,000, depending on the number of cubicles (generally 2-6). Architecturally designed public toilets can cost in excess of \$800,000 depending on specifications.

Aside from the significantly higher construction costs, there are also complications with the ongoing maintenance of these toilets. The bespoke nature of their design makes sourcing parts difficult and more expensive, leading to higher maintenance costs and service disruptions due to delays in obtaining replacements.



Vandalism

Vandalism is a persistent challenge in the management of public toilets that includes graffiti, deliberate damage to fixtures and theft.

Vandalism compromises safety and deters community use of public toilets. It increases maintenance costs and places additional pressure on Council in maintaining service levels and minimising disruptions.

In recent times, Council has shifted towards the use of vandal-resistant materials and tamper-proof fixtures in the design of public toilets. Whilst not as aesthetically appealing or comfortable for some users, materials such as stainless-steel toilet bowls are an effective strategy for sustainable maintenance.

Lack of design uniformity

Over the years, inconsistent design variations have been delivered across public toilets in Kingston, resulting in maintenance inefficiencies.

Absence of design standards also creates lengthy internal processes when approving and delivering new projects.

Establishing and applying a consistent public toilet design and standardising fixtures and materials will streamline maintenance by simplifying repairs and replacements, resulting in cost reductions.

Beyond internal operational benefits, design standards can also enhance user experience by ensuring important considerations related to location, accessibility and overall design are integrated in all projects. Consistent designs will also make public toilets easily recognisable throughout the municipality, improving wayfinding and fostering a sense of familiarity and reliability.

Funding and resources

Public toilets are expensive to build, maintain and keep clean. With maintenance budgets under increasing pressure, it is becoming more difficult to retain the same service and performance levels.

Applying innovative technology to monitor usage levels could provide Council with valuable insights, enabling informed adjustments to maintenance standards. This includes optimising cleaning schedules and the servicing bins and sharps disposal units, and managing the opening and closing times of all public toilets.

By allocating resources based on actual usage, Council can ensure services are delivered where they are needed most.

Actions

	Timeframe	Internal stakeholders
Develop Public Toilet Design Guidelines to inform renewal and build of new public toilets to ensure uniformity and use of appropriate and durable materials.	Short <i>commence within 1-3 years</i>	Inclusive Communities Open Space City Works Infrastructure PMO
Investigate technology improvements for collecting usage data to inform the future management of public toilets.	Ongoing	Inclusive Communities Open Space City Works Information & Digital Technology
Rationalise low-use facilities and prioritise funds to under serviced areas in high-demand locations.	Ongoing	Inclusive Communities PMO
Continue seeking funding to renew public toilets that are in poor condition and unfit for use.	Ongoing	Infrastructure PMO
Monitor and evaluate cleaning schedules to ensure appropriate resource allocation across Council's network of public toilets.	Short <i>commence within 1-3 years</i>	Opens Space
Review opening and closing times for all public toilets from a community expectation, public safety and vandalism perspective .	Short <i>commence within 1-3 years</i>	Inclusive Communities Open Space City Works Active Kingston
Audit availability of sharps disposal containers in all public toilets.	Short <i>commence within 1-3 years</i>	Inclusive Communities Opens Space City Works

Recommendations and actions

The actions outlined in this strategy are grouped into two categories, capital recommendations and operational actions.

Capital recommendations

Capital recommendations have been prioritised based on the data presented in this strategy.

In some cases, opportunities such as external grants or alignment with other funded projects may allow a lower-priority project to be delivered before a higher-priority one.

These are recommendations only.

Funding and implementation will need to be identified and prioritised through Council's internal budget processes in order to progress.

These recommendations are summarised on pages 40–41.

Operational actions

To support the objectives of this strategy, a number of operational actions have been identified to achieve the best outcomes for the municipal community, with a focus on innovation and continuous improvement.

These actions are listed under each Strategic Direction (pages 26, 31, 33, 38), which include responsibilities and timelines, and are summarised on page 42.

Capital recommendations

Location	Suburb	Recommendation	Rationale	Minor works	Renewal	Upgrade	New	Decommission	Investigate
1	Attenborough Park public toilet	Aspendale	Decommission and further investigate a potential alternative location following level crossing removal works, subject to demand. This investigation will include consideration of locations in the vicinity of Watkins Reserve and will be informed by community consultation.					✓	
2	Tour De Café toilet	Mordialloc	Decommission					✓	
3	Heatherton Recreation Reserve	Heatherton	Decommission					✓	
4	Bristol Avenue foreshore toilet	Edithvale	Continue to operate and monitor the condition and maintenance requirements with briefings to be provided to Councillors as required.						✓
5	Aspendale foreshore	Aspendale	Feasibility assessment to address gap between Aspendale LSC and Mordialloc Pier.				✓		
6	Moorabbin Activity Centre	Moorabbin	Investigate feasibility for a new toilet to address the gap within the Moorabbin Activity Centre				✓		
7	Keith Styles Reserve	Mentone	Investigate opportunities to increase access to public toilets in local buildings or assessing the feasibility for a new toilet.				✓		

Location	Suburb	Recommendation	Rationale	Minor works	Renewal	Upgrade	New	Decommission	Investigate
8	Highett Activity Centre Exeloo	Highett	Replacement			✓			
9	Kingston Heath Reserve	Cheltenham	Upgrade			✓			
10	Chelsea Yacht Club	Chelsea	Upgrade			✓			
11	Rosebank Ave Exeloo	Clayton South	Replacement		✓				
12	Peter Scullin Reserve	Mordialloc	Replacement		✓				
13	Victory Park Reserve	Chelsea	Replacement		✓				
14	Harding Ave foreshore	Bonbeach	Refurbishment	✓					

Operational actions

Action	Key Strategic Direction	
1	Prioritise co-location of public toilets within pavilions or community buildings located within, or in close proximity to, key public and open space destinations	2
2	Improve wayfinding signage to public toilets – this may involve audits around open spaces, foreshores and Major Activity Centres to ensure wayfinding signs are correct and clear.	2
3	Include Crime Prevention Through Environmental Design (CPTED) principles in planning and designing all future public toilet works to enhance visibility, passive surveillance and support safe movement.	2
4	Enhance connections between public toilet facilities and key access points such as car parks, pedestrian pathways, and shared user route – this may involve auditing connecting paths to toilet blocks to ensure safe all abilities access, with a view to develop an improvement program.	2
5	Explore the possibility of making existing toilets within community buildings publicly accessible.	2
6	Research and review utilisation of existing Changing Places to support provision and funding advocacy.	3
7	Promote existing Changing Places, including steps involved for MLAK key access.	3
8	Audit and monitor provision of co-disposal bins (including incontinence products, nappies and sanitary products)	3
9	Improve information available on the Council website about locations of public toilets.	3
10	Develop Public Toilet Design Guidelines to inform renewal and build of new public toilets to ensure uniformity and use of appropriate and durable materials.	3, 4
11	Monitor and evaluate cleaning schedule to ensure appropriate resource allocation across Council's network of public toilets.	4
12	Investigate technology improvements for collecting usage data to inform the future management of public toilets.	4
13	Rationalise low-use facilities and prioritise funds to under serviced areas in high-demand locations.	4
14	Continue seeking funding to renew public toilets that are in poor condition and unfit for use.	4
15	Review opening and closing times for all public toilets from a community expectation, public safety and vandalism perspective.	4
16	Audit availability of sharps disposal containers across all public toilets.	4

Implementation

This strategy outlines both capital and operational actions, providing a structured approach to prioritising investments, enhancing service delivery, and advocating for additional funding where needed.

Capital recommendations

The recommendations in this strategy provide a robust evidence base to inform future funding considerations as part of the long-term capital works program.

Key criteria highlighted in the Strategy include:

- Existing condition and fit-for purpose assessments
- Prioritising distribution across key activity nodes and high-use public spaces
- Open space hierarchy
- Proximity to other public toilets
- Community feedback

Alignment with Council policies and strategies the recommendations provided in this strategy provide the evidence base to inform future budget bids for consideration as part the long-term capital works program.

Operational actions

The strategy also identifies a set of operational actions, some ongoing and others with defined timelines, along with the internal stakeholders responsible for their delivery.

These actions are critical for improving Council processes and enhancing efficiency in the operation, management, and construction of the public toilet network.

Implementation of the actions will be reviewed annually to ensure alignment with budgets and evolving community needs.

Funding advocacy

Kingston's Public Toilet Strategy will serve as a key tool for advocating for additional external funding, where appropriate, to support implementation of the strategy's recommendations and actions.

This may include opportunities through state government programs or partnerships with the private sector.

Measuring success

Council will measure the success of its actions by:

- Annual actions reporting
- Mid-term review of the strategy
- Reduction in reactive maintenance requests
- Number of projects completed as per the recommendations



Definitions

Acronym	Meaning
CPTED	Crime Prevention Through Environmental Design
DDA	Disability and Discrimination Act
LGA	Local Government Area
MLAK	The Master Locksmiths Access Key (MLAK) is a system designed to give people with disabilities 24 hour access to a network of public facilities across Australia.

Term	Meaning
All Abilities	Inclusion of all people, regardless of their physical or cognitive abilities, emphasizing the concept of inclusion and equity.
All Gender Toilets (Formerly referred to as unisex public toilets)	An all-gender toilet facility is a toilet which does not have gendered signage and can be used by a person of any gender. They might also be called 'all-genders' toilet facilities or 'gender neutral' toilet facilities.
Asset Renewal	Like for like replacement of an asset, simply describing those works which return the asset to its "as-new" condition.
Asset Upgrade	Expenditure on an existing asset that increases capacity or functionality.
Changing Places	Changing Places facilities are larger than standard accessible toilets, with extra features and more space to meet the needs of people with disability and their carers. They allow people with high support needs to participate in all elements of community life.
District Open Spaces	Open Spaces categorised as a district hierarchy generally draw visitors from surrounding suburbs and close by. They describe open spaces that are typically between 3-10 ha.
Public Toilet	A facility which contains one or more rooms/cubicles which is available for use by the public. This includes stand-alone or co-located facilities and can be found in open space or the public realm. They are managed by Council or another public land manager.
Regional Open Spaces	Open Spaces categorised as a regional hierarchy draw visitors from across the municipality and beyond. They describe open spaces that are typically greater than 10 ha.

Appendix 1

Public toilet owners and operators

Ref	Facility Name	Suburb	Owner	Operator
1	Aspendale Life Saving Club	ASPENDALE	Council	Council
2	Attenborough Park Public Toilets	ASPENDALE	Council	Council
3	Regents Park	ASPENDALE	Council	Council
4	Aspendale Gardens Sports Ground Pavillion	ASPENDALE GARDENS	Council	Council
5	Bonbeach Reserve Sports Complex Pavillion	BONBEACH	Council	Council
6	Curwood Hall - Bonbeach Recreation Reserve	BONBEACH	Council	Council
7	Harding Avenue Toilet block	BONBEACH	Council	Council
8	Carrum Life Saving Club	CARRUM	Council facility on Crown land	Council
9	Carrum Promenade Public Toilets and Changing Places	CARRUM	Council facility on Crown land	Council
10	Roy Dore Reserve Metros Toilet	CARRUM	Council	Council
11	Roy Dore Reserve Pavilion	CARRUM	Council	Council
12	Chelsea Bicentennial Park	CHELSEA	Council	Council
13	Chelsea Bicentennial Park Changing Places Toilet	CHELSEA	Council	Council
14	Chelsea Library	CHELSEA	Council	Council Building
15	Chelsea Shopping Centre Public Toilets	CHELSEA	Council	Council
16	Chelsea Yacht Club Public Toilets	CHELSEA	Council facility on Crown land	Council
17	Victory Park Foreshore Public Toilets	CHELSEA	Council	Council
18	Beazley Reserve Pavillion	CHELSEA HEIGHTS	Council	Council
19	Cheltenham Library and Community Centre	CHELTHENHAM	Council	Council Building
20	Cheltenham Plaza Exceloo Toilet 1 & 2	CHELTHENHAM	Council	Council
21	Kingston Heath Reserve Hockey & Baseball Pavilion	CHELTHENHAM	Council	Council
22	Kingston Heath Reserve Toilets	CHELTHENHAM	Council	Council
23	LePage Park Public Toilet	CHELTHENHAM	Council	Council
24	Bald Hill Park Toilets	CLARINDA	Council	Council
25	Clarinda Library & Community Centre	CLARINDA	Council	Council Building
26	Elder Street South Reserve Public Toilets	CLARINDA	Council	Council
27	Heatherton Park Toilets	CLAYTON SOUTH	Council	Council
28	Keeley Park	CLAYTON SOUTH	Council	Council
29	Namatjira Reserve	CLAYTON SOUTH	Council	Council
30	Rosebank Avenue Exceloo Toilet	CLAYTON SOUTH	Council	Council
31	The Grange Reserve Public Toilets	CLAYTON SOUTH	Council	Council
32	Westall Community Hub	CLAYTON SOUTH	Council	Council Building
33	Chadwick Reserve Pavilion	DINGLEY VILLAGE	Council	Council
34	Dingley Reserve Public Toilet	DINGLEY VILLAGE	Council	Council
35	Dingley Reserve Sports Club Pavilion	DINGLEY VILLAGE	Council	Council
36	Dingley Village Community Rooms and Library	DINGLEY VILLAGE	Council	Council Building
37	Bristol Avenue Foreshore Toilet	EDITHVALE	Council	Council
38	Edithvale Lifesaving Club	EDITHVALE	Council facility on Crown land	Council
39	Edithvale Recreation Reserve Public Toilets	EDITHVALE	Council	Council
40	Highett Library Exeloo Toilet	HIGHETT	Council	Council
41	Highett Reserve Football Club	HIGHETT	Council	Council
42	Sir William Fry Reserve	HIGHETT	Council facility on Crown land	Council
43	Turner Road Reserve Playground Public Toilet	HIGHETT	Council	Council
44	Dixon Street Foreshore Toilet Block	MENTONE	Council facility on Crown land	Council
45	Mentone Life Saving Club	MENTONE	Council facility on Crown land	Council

Ref	Facility Name	Suburb	Owner	Operator
46	Mentone Racecourse Reserve Public Toilet	MENTONE	Council	Council
47	Mentone Shopping Centre Public Toilet	MENTONE	Council	Council
48	Mundy Street Foreshore Toilet	MENTONE	Council facility on Crown land	Council
49	Old Mentone Station Public Toilet	MENTONE	Other	Council
50	GR Bricker Reserve East Public Toilets	MOORABBIN	Council	Council
51	GR Bricker Reserve Pavillion	MOORABBIN	Council	Council
52	Ben Kavanagh Pavilion	MORDIALLOC	Council	Council
53	Doug Denyer Reserve Pavillion - Tennis Club	MORDIALLOC	Council	Council
54	Jack Grut Reserve Public Toilets	MORDIALLOC	Council	Council
55	Mordialloc Boat Ramp (George Woods Reserve)	MORDIALLOC	Council facility on Crown land	Council
56	Mordialloc Shopping Precinct Public Toilet	MORDIALLOC	Council	Council
57	Peter Scullin Reserve Public Toilet	MORDIALLOC	Council facility on Crown land	Council
58	Pier Road Café Toilet Block	MORDIALLOC	Council facility on Crown land	Council
59	Pier Road Carpark Public Toilets and Changing Places	MORDIALLOC	Council	Council
60	Dales Park Pavilion	OAKLEIGH SOUTH	Council	Council
61	Birdwood Street Foreshore Toilet	PARKDALE	Council facility on Crown land	Council
62	Dolomore Reserve	PARKDALE	Council	Council
63	Gerry Green Pavilion	PARKDALE	Council	Council
64	Parkdale Exceloo Toilet	PARKDALE	Council	Council
65	Parkdale Library	PARKDALE	Council	Council Building
66	Parkers Road Foreshore Kiosk and Toilet Block	PARKDALE	Council facility on Crown land	Council
67	Walter Galt Reserve Pavillion	PARKDALE	Council	Council
68	Patterson Lakes Community Centre and Library	PATTERSON LAKES	Council	Council Building
69	Waterside Drive Public Toilet	WATERWAYS	Council	Council
70	Aspendale Gardens Shopping Centre	ASPENDALE GARDENS	Other	Shopping Centre
71	Braeside Park Red Gum Picnic Area Public Toilets	BRAESIDE	Other	Parks Victoria
72	Braeside Park Visitor Information Centre	BRAESIDE	Other	Parks Victoria
73	Patterson River – Launching Way Public Toilets	CARRUM	Other	Parks Victoria
74	Woolworths Chelsea	CHELSEA	Other	Shopping Centre
75	Cheltenham Railway Station	CHELTHENHAM	Other	Metro Trains
76	Southland Railway Station	CHELTHENHAM	Other	Metro Trains
77	Westfield Southland Shopping Centre	CHELTHENHAM	Other	Shopping Centre
78	Clarinda Shopping Village Public Toilet	CLARINDA	Other	Shopping Centre
79	Woolworths Dingley Village	DINGLEY VILLAGE	Other	Shopping Centre
80	Karkarook Park - Dragonfly Picnic Area	HEATHERTON	Other	Parks Victoria
81	Mentone Railway Station	MENTONE	Other	Metro Trains
82	Thrift Park Shopping Centre	MENTONE	Other	Shopping Centre
83	Moorabbin House & Home Centre	MOORABBIN	Other	Shopping Centre
84	Moorabbin Railway Station	MOORABBIN	Other	Metro Trains
85	DFO Moorabbin	MOORABBIN AIRPORT	Other	Shopping Centre
86	Moorabbin Airport Carpark Public Toilets	MOORABBIN AIRPORT	Other	Other
87	Mordialloc Railway Station (under construction)	MORDIALLOC	Other	Metro Trains
88	Coles Patterson Lakes Public Toilets	PATTERSON LAKES	Other	Shopping Centre
89	Lakeview Shopping Centre	PATTERSON LAKES	Other	Shopping Centre

Community feedback - detail

FIGURE 11
Most important features of a public toilet (N=271)

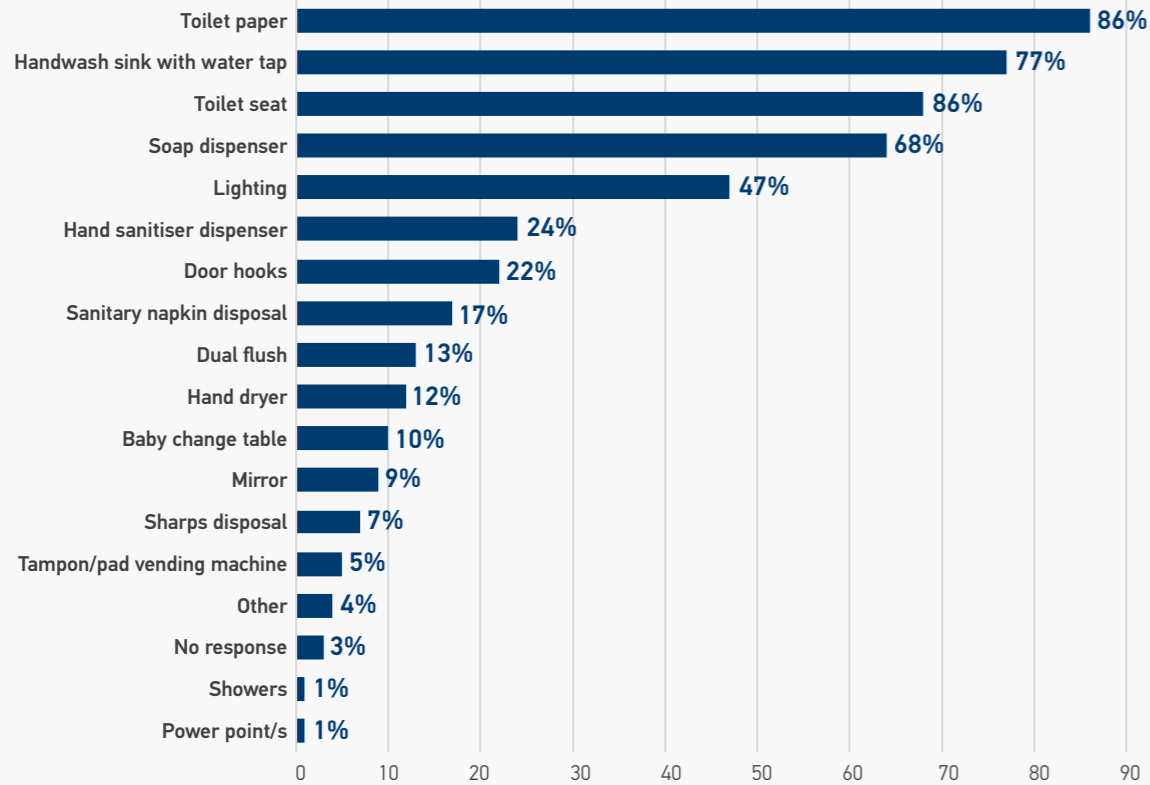
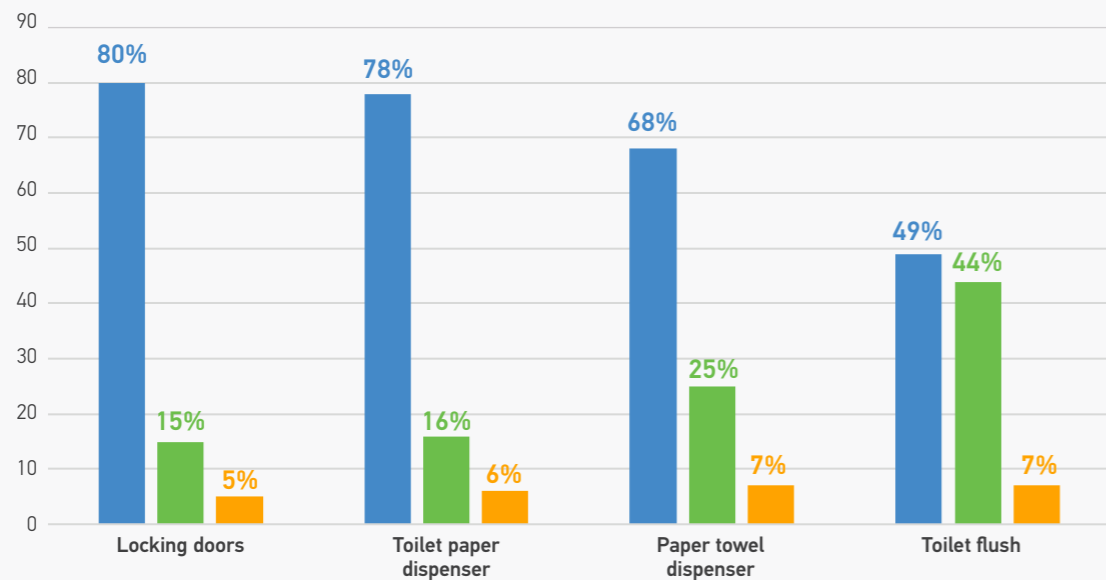
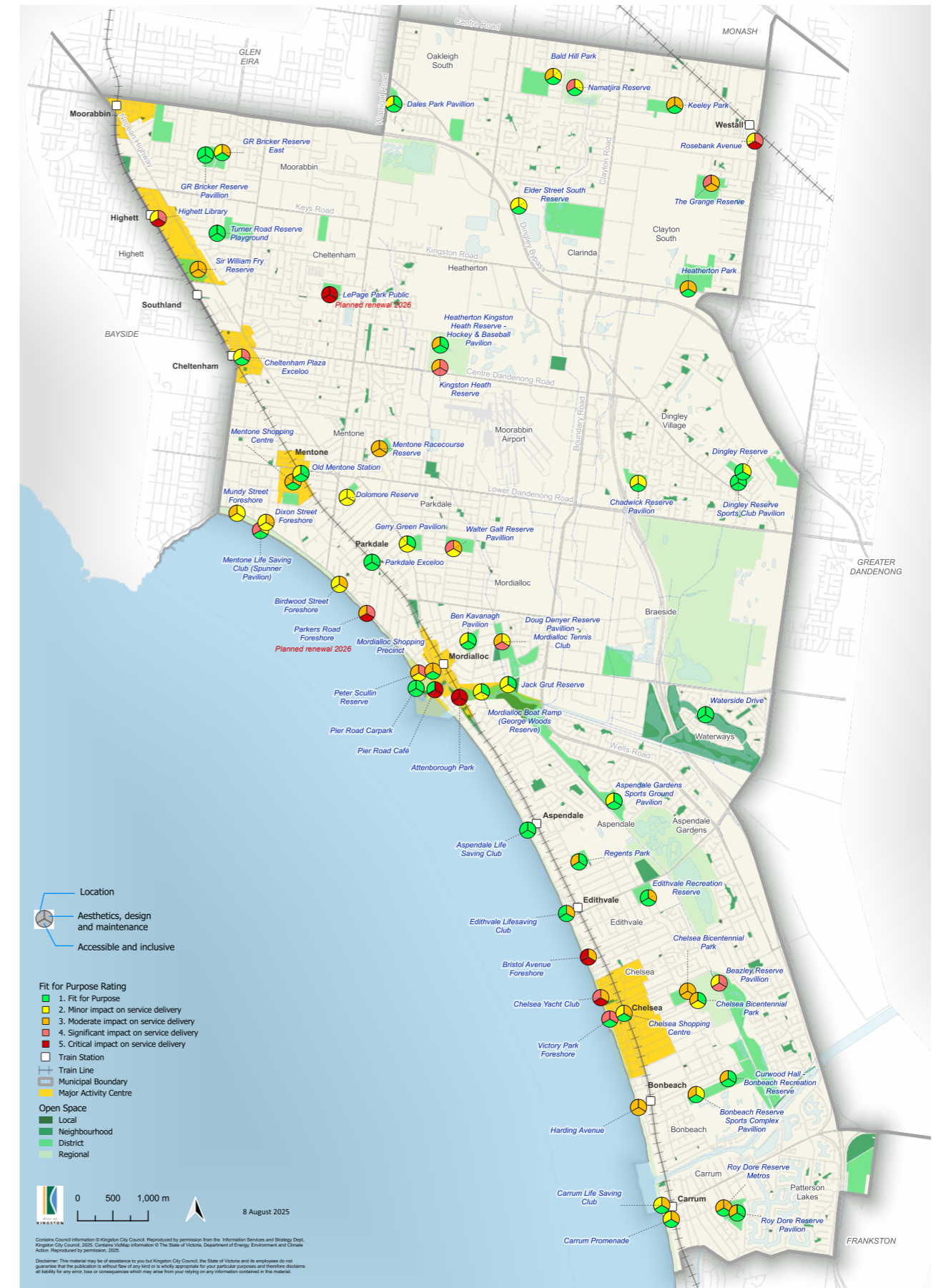


FIGURE 11
Overall preference for features to be manual (N=271)



Fit for purpose assessment summary






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