

Mildura Public Toilet Strategy

Issues & Opportunities Report

July 2018



Front cover: Lizard Log Amenities & Events Pavilion, Sydney

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VERSION NO.	DATE OF ISSUE	REVISION BY	APPROVED BY
1.0 (DRAFT)	29.05.2018	PH	CG
2.0 (REVISED)	13.07.2018	BC, SB	CG

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Executive Summary

This report was commissioned by the Rural City of Mildura's and examines the existing public toilet network and its gaps.

This report has been prepared based on:

- Background research and a review of Council's existing policies
- Spatial analysis about the existing public toilet network's location and distribution
- An audit of Council's public toilet facilities
- Detailed feedback provided by community members in 1,100 customer service requests and more than 600 survey responses.

Following a review and analysis of the above information, the following key opportunities and issues have been identified, to inform the Draft Public Toilet Strategy in the next stage of the project.

Key issues

- The network in urban Mildura is focussed on Mildura's CBD while outlying suburbs and some open space areas have under-provision.
- Design and siting (including isolation) issues, particularly regarding visibility, contribute to poor perceptions of safety across the existing public toilet network.
- Isolation, lack of lighting and run-down facilities can contribute to anti-social behaviour and vandalism.
- Poor maintenance and cleanliness of facilities (including broken fittings and fixtures) significantly affects people's willingness and ability to use public toilets.

- Poor perceptions of hygiene and cleanliness amongst the community.
- Many older facilities are not DDA compliant and are not designed to fit the needs of all user groups.
- The design of fittings and fixtures is not standardised, increasing the burden of maintenance for MRCC.
- Seasonal demand fluctuations and regular events put cleaning and maintenance pressure on existing toilet infrastructure.

Key opportunities

- Identify key places in the broader Mildura city where public toilets might be located to address existing network gaps.
- Review and prioritise the cleaning of high use facilities.
- Develop a framework to streamline decision-making processes and management responsibilities.
- Explore opportunities to improve provision and management of public toilets in early planning processes.
- Develop a capital works program to secure future funding and investment for public toilet improvements.
- Partner with other organisations such as State government authorities and/or private enterprise to expand the network of toilets.
- Refurbish/replace under performing toilets in key locations.
- Develop a suite of best practice design and siting principles to improve the integration of toilets into the public realm and reduce anti-social behaviour.

- Review identified hot spots and problem locations and refurbish facilities (as required) to improve perceptions of safety.
- Promote opportunities for local expression and design through public art programs.
- Improve DDA compliance across the network.
- Consider the benefits of unisex toilets to enhance efficiency of the network.
- Consider converting more facilities to be open 24-hours in key locations and in some rural or more remote areas where the choice of public toilets is more restricted.
- Explore opportunities for new flagship public toilet facilities to have best practice environmental performance.

The Draft Public Toilet Strategy

The Draft Public Toilet Strategy will be prepared in the next stage of this project, with particular consideration of the following:

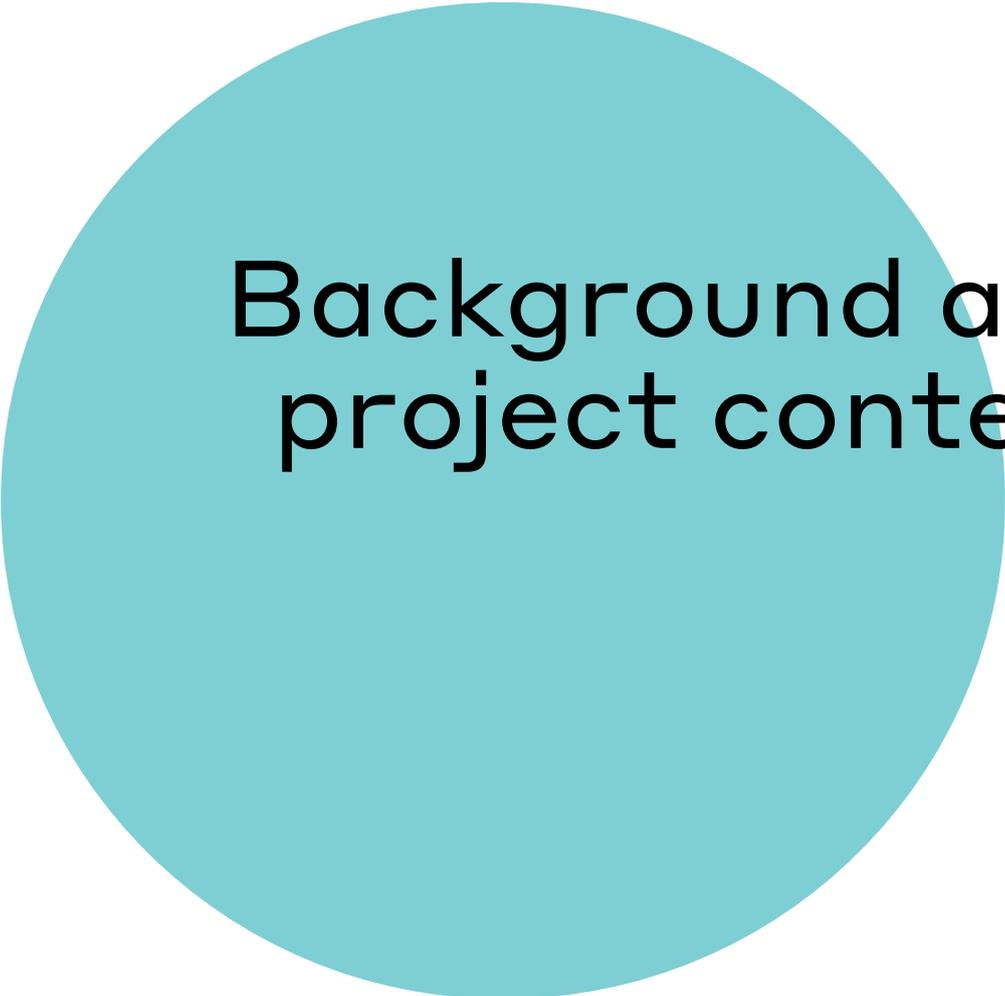
- The importance of cleanliness, maintenance and safety for public toilet users.
- Opportunities to incorporate the above into design standards for new public toilets.
- Opportunities to redesign, redevelop and improve existing facilities that are worn out, degraded or unsafe.
- Opportunities to add to the public toilet network, closing key gaps identified in this report.

The project team would like to thank the many people who provided input to this stage of the project, taking time to complete surveys and provide feedback to Council.



Murray River

1.0



**Background and
project context**



1.1 About the project

The Public Toilet Strategy

Mildura Rural City Council (Council, or MRCC) is developing a ten year strategic plan for public toilet provision.

The Plan will inform the future of public toilets in Mildura Rural City and make recommendations for the future funding, maintenance and management of facilities.

The project commenced in December 2017 and its completion date will be later in 2018.

The *Mildura Rural City Public Toilet Strategy* will guide public toilet provision that is well-designed, accessible and easy to maintain, working towards Council's vision for Mildura as the most liveable, people-friendly community in Australia.

The purpose of the project is to:

- Develop a Public Toilet Strategy that will outline a ten year action plan for the provision of public toilets in Mildura Rural City
- Principles and decision-making tools to assist Council in determining projects on the basis of identified need
- Produce an action plan which provides a costed, prioritised program of actions and works to implement the Strategy.

Consultation and engagement

People living, working and visiting the Rural City of Mildura have already had an opportunity to contribute to the development of the Strategy through an online survey which was conducted between February and March 2018. Over 611 completed surveys were received.

People were asked questions about the condition of toilets and the needs of people in the municipality. This information was collected to understand community values about public toilets in Mildura Rural City, in addition to a review of two years' worth of customer service queries and feed back about public toilets.

Further opportunities will be available in the following points in the development of the Strategy:

- Review and provide feedback on the Draft Public Toilet Strategy
- Feedback on the Final Public Toilet Strategy.

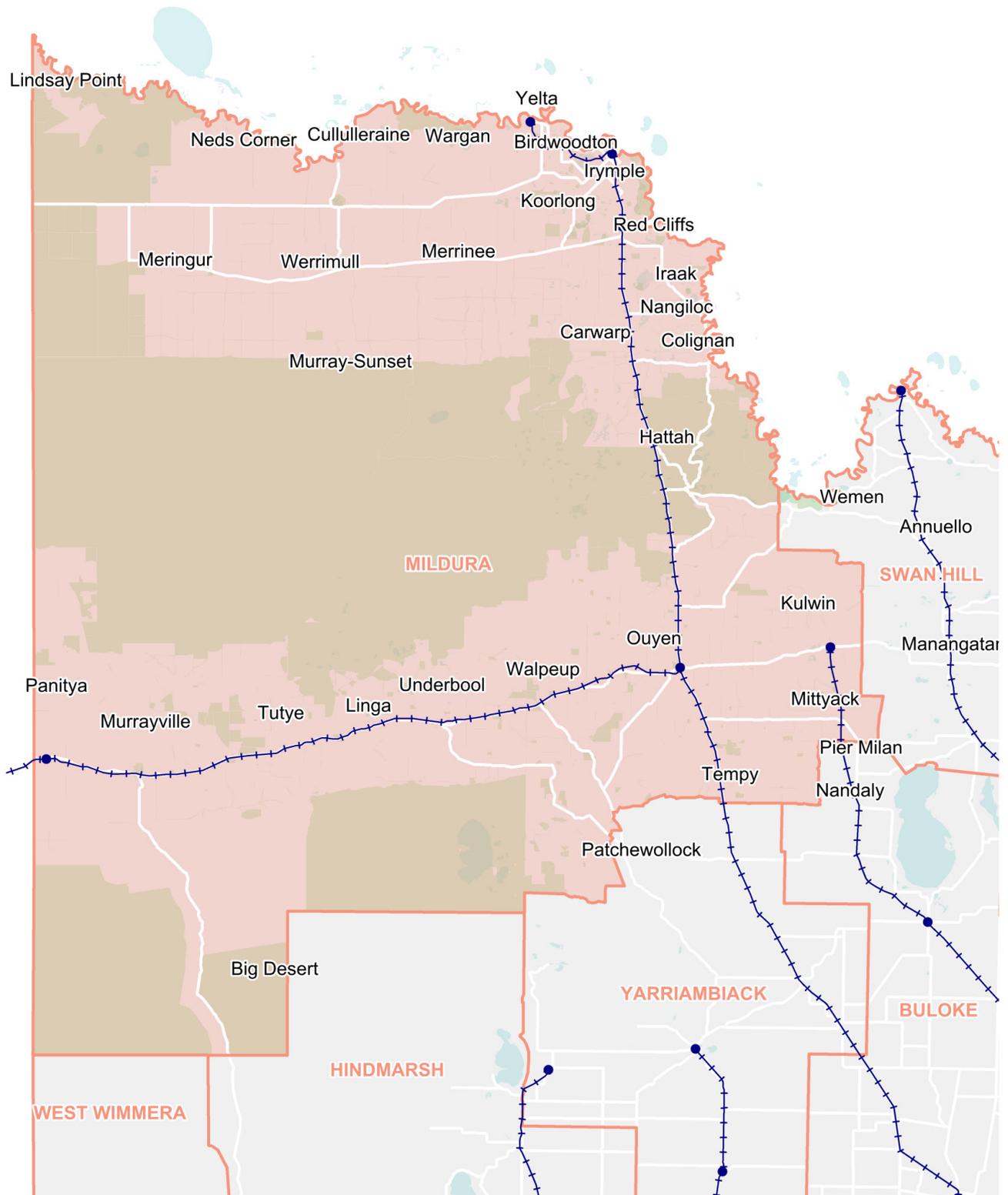
More information will be published online and via Council's regular community newsletter when dates are confirmed.

Findings from each stage of engagement will also be published, including how information has been used to shape the project and its recommendations. Findings from the first stage of engagement are presented throughout this report.

This report

This *Issues and Opportunities Report* contains a review of all relevant documents and strategies from Council, as well as findings from the public toilet audit conducted early in 2018. It presents findings from the first stage of engagement, and finally highlights key directions that will inform preparation of the *Mildura Rural City Public Toilet Strategy* in the next stage of the project.

1.2 Context map (Study area)



1.3 This report

Overview

This report discusses the issues and opportunities relating to public toilet provision in Mildura Rural City. It discusses the findings to date in broad terms, and sets up opportunities and areas for further analysis and investigation in Stage 3 (Draft Strategy).

This work is informed by a number of considerations, including:

- Review of relevant background policy (e.g. Council strategies)
- Review of Council's existing open space masterplans (where relevant to public toilet provision/upgrades)
- Preliminary audit of existing facilities prepared by Council.

This document is divided into six sections:

Chapter 1 provides the background and context for public toilet provision.

Chapter 2 identifies demographic trends which may influence future provision and priorities.

Chapter 3 outlines the policy context which relates to public toilets and other strategic considerations.

Chapter 4 discusses the issues and opportunities relating to the public toilet network.

Chapter 5 sets out the issues and opportunities relating to public toilet design in Mildura Rural City.

Chapter 6 summarises the findings of this document and sets out the next steps towards preparation of the Draft Public Toilet Strategy.

Project Timeline

This project is being undertaken in four stages, as set out below.



Background Review

Dec 2017 - Mar 2018



Network and Gap Analysis

Mar - May 2018



Draft Public Toilet Strategy

June - Aug 2018



Final Public Toilet Strategy

Aug - Sept 2018

1.4 What is a public toilet?

The history of public toilets

Introduced in the late nineteenth century as a move to make cities more sanitary, public toilets provide an essential piece of community infrastructure which contribute to the enjoyment and amenity of cities and urban areas.

Council's role in public toilet delivery

Changing community needs, attitudes, and advances in technology, have led to different approaches to the design, location and function of public toilets.

As the Rural City of Mildura strives for a healthier and more equitable community, there is a greater focus on walkable, accessible and safer public places and spaces. Well located and designed public toilets are an important part of this aspiration.

There are a number of different ways public toilets can be classified. This Strategy identifies three categories of public toilet:

- Free standing toilet blocks
- Free standing automated units
- Co-located toilet blocks attached to an existing building or pavilion.

According to the Community and Council Plan (2017-2021), Council maintains 123 public toilets. For the purposes of this project, it has audited a total of 78 public toilets that are within the control of its Assets Department, and owned by Council.

This Strategy focuses on the above types of public toilet, and excludes those located in libraries, civic centres and other Council-operated buildings.

Toilets located in privately run buildings are also not included within this evaluation. These may include toilets in cafés, large shopping centres or other private recreational buildings.

It is acknowledged that these toilets provide an important service to particular locations and catchments. While this Strategy will not make recommendations for private toilets, it does take into account the role they play in overall levels of provision and prioritisation of new facilities.

There is no statutory requirement for municipal governments to provide public toilet facilities. However, Mildura Rural City Council is committed to fulfilling its social and corporate responsibility in supporting health, wellbeing and the vitality of its communities.

The Mildura Rural City Public Toilet Strategy will provide policy and guidance on the future location, construction and quality standards for the provision of public toilets within the municipality for the next ten years.

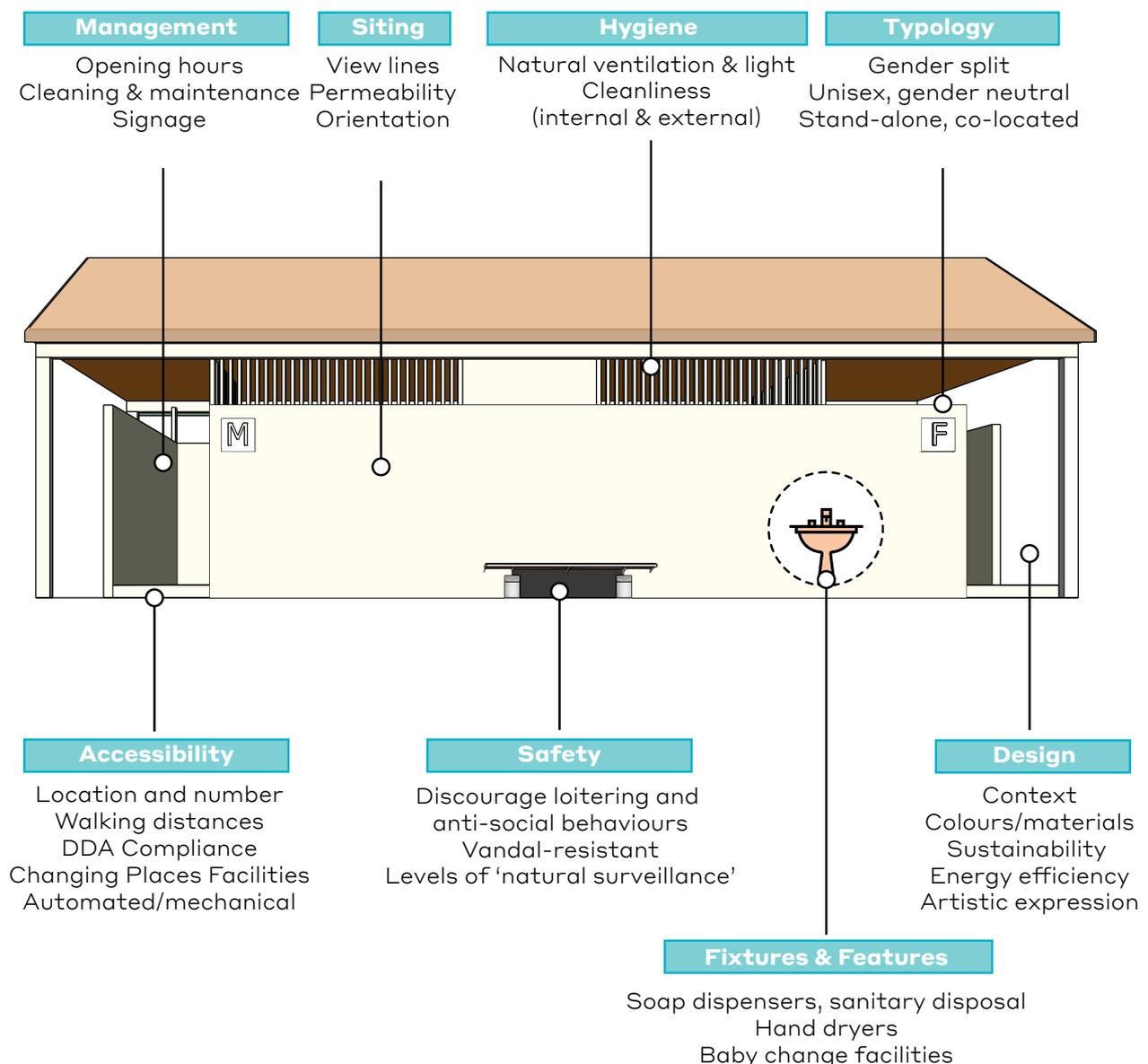
1.5 Public toilet planning

Councils are custodians of most of the public realm (which includes most streets and parks), and are responsible for the majority of public toilet provision.

The Mildura Rural City Council must manage budgets to attain maximum value for money from capital and recurrent expenditure. This means public toilet provision needs to be planned strategically, meeting multiple Council and community goals.

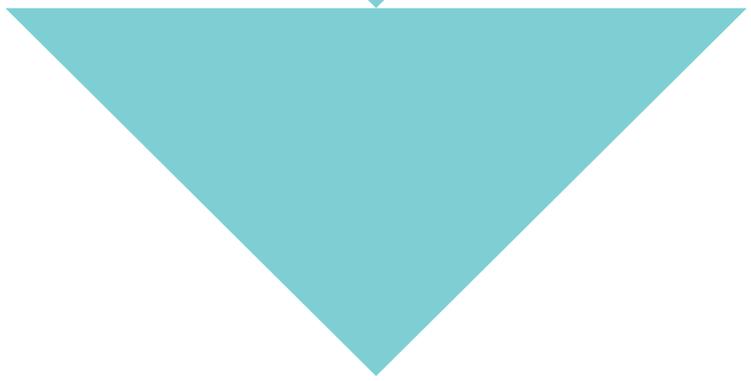
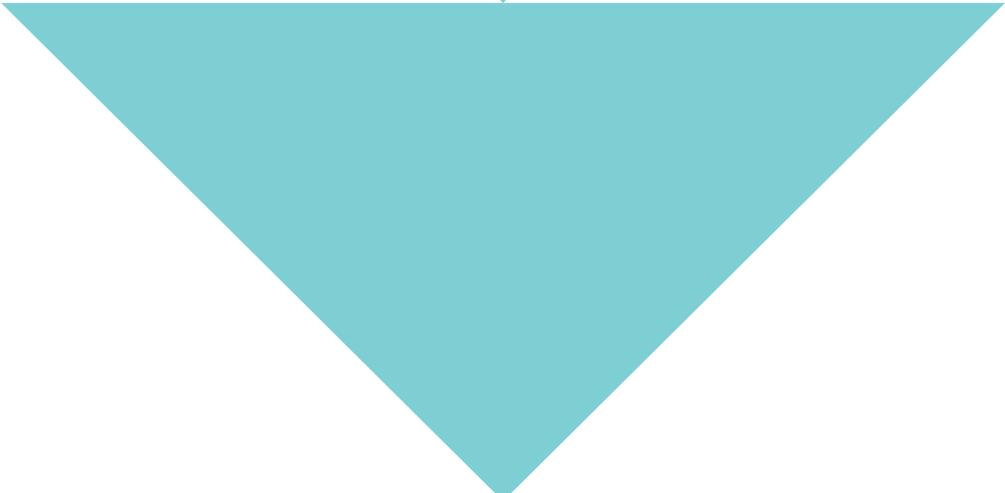
There are a number of issues and concerns around public toilet provision, as discussed throughout this report, and shown in the diagram below.

The Mildura Public Toilet Strategy will provide a strong basis for Council officers to foster a strategic approach to asset planning; one that will provide a context for responding to community and political requests and pressures.





**Municipal profile and
community values**



2.1 Municipal profile

Mildura Rural City

Mildura Rural City Council was created as a new municipality on 20 January, 1995, following the amalgamation of the former City of Mildura and Shires of Mildura and Walpeup.

The municipality covers an area of 22,330 square kilometres and the current population is approximately 60,000. It has a regional flavour, given its distance from Melbourne and its borders to New South Wales and South Australia.

The Rural City is a strong, viable region with a diverse economic base focussed on irrigation, dryland farming, value-added industries and tourism.

The main urban centre of the municipality is Mildura, surrounded by the satellite towns of Irymple, Red Cliffs and Merbein. Many of the municipality's main towns are located along the iconic Murray River. Ouyen is the major town in the south of the municipality and there are a number of other smaller settlements throughout the rural areas.

The Rural City of Mildura is Victoria's largest municipality. It hosts approximately 40% of the total area of the Victorian Parks system, and major parks include the Hattah-Kulkyne, Murray-Sunset and Wyperfield National Parks, Big Desert Wilderness Park and the Murray-Kulkyne Park.

The municipality and surrounding region are served with a range of transport infrastructure including State highways, railways and an airport; however public transport is limited.

Key figures about Mildura Rural City (Figures based on 2016 Australian Bureau of Statistics data):

- Estimated resident population: 53,878
- Mildura (City) population: 32,738
- Indigenous population: 2,070
- Land area: 22,330sqkm
- Elevation above sea level: 50m AHD
- Climate: Dry summers and mild winters
- Key industries:
 - Dryland farming
 - Irrigated horticulture (table grapes, wine grapes, dried grapes, citrus and vegetables)
 - Tourism
 - Food and beverage manufacturing
 - Transport and logistics
 - Retail
 - Health and community services
- Emerging industries:
 - Renewable energy generation
 - Aquaculture
 - Mineral sands mining
 - Recycling.

2.2 Demographic profile

Population

Demographic and population projections provide information that helps identify areas likely to undergo growth over the coming years. Demographic profiles also show how the population is likely to change. For example, this data can tell us that the proportion of older people will be greater in future than it is now.

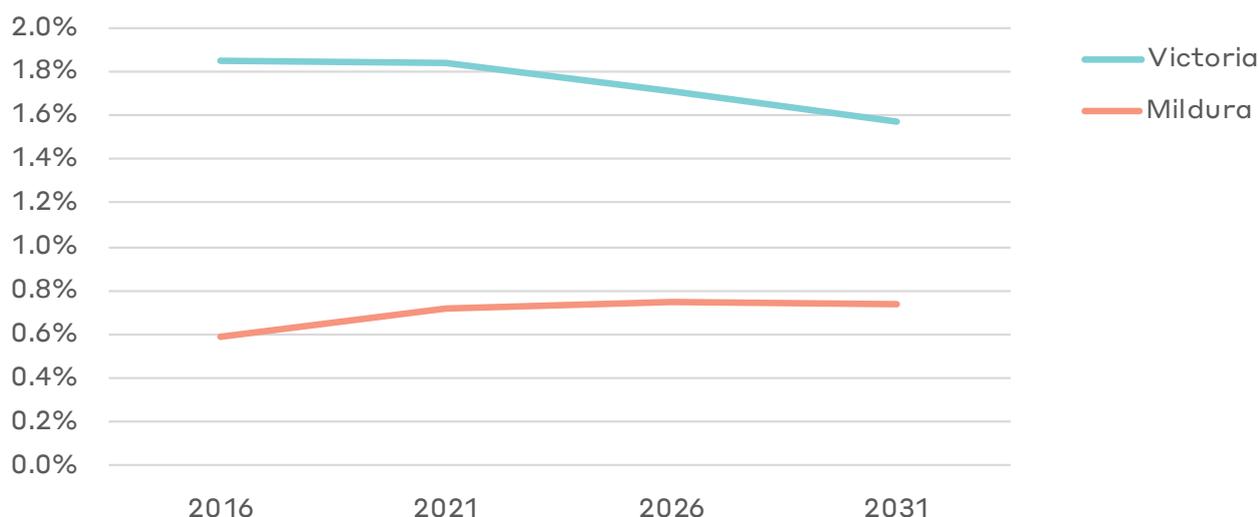
Areas likely to experience population growth are not necessarily candidates for new public toilets. The provision of facilities must be strongly associated with destinations - that is, high use and multi-use locations such as activity centres and public parks and open space.

Population statistics quoted in this chapter are derived from the Australian Bureau of Statistics (ABS) 2016 Census data, as well as information publicly available on Council's website and in the Council plan. The projected population data presented below was taken from the 2016 Victoria in Future (VIF) report, prepared by the Department of Environment, Land, Water and Planning (DELWP).¹

As of 2016, the municipality was home to 53,878 residents, living in 24,022 dwellings.

By 2031 (based on the VIF Report), the population is projected to grow to around 59,439 residents, reflecting almost a 1% average annual growth rate.²

Figure 1. Projected Population Change: 2016 to 2031 (Source: *Victoria in Future 2016 Report*).



¹ The Victoria in Future 2016 Report analyses changing economic and social structures and other drivers of demographic trends to indicate possible future populations if the present identified demographic and social trends continue.

² The base year for the calculation of VIF2016 projections is 2015 (as at 30 June), the most recent year for which the ABS has published the Estimated Resident Population (ERP) for both Victoria and for LGAs. VIF2016 results, however, include published or modelled estimates of population and components commencing with the year 2011.

Age groups

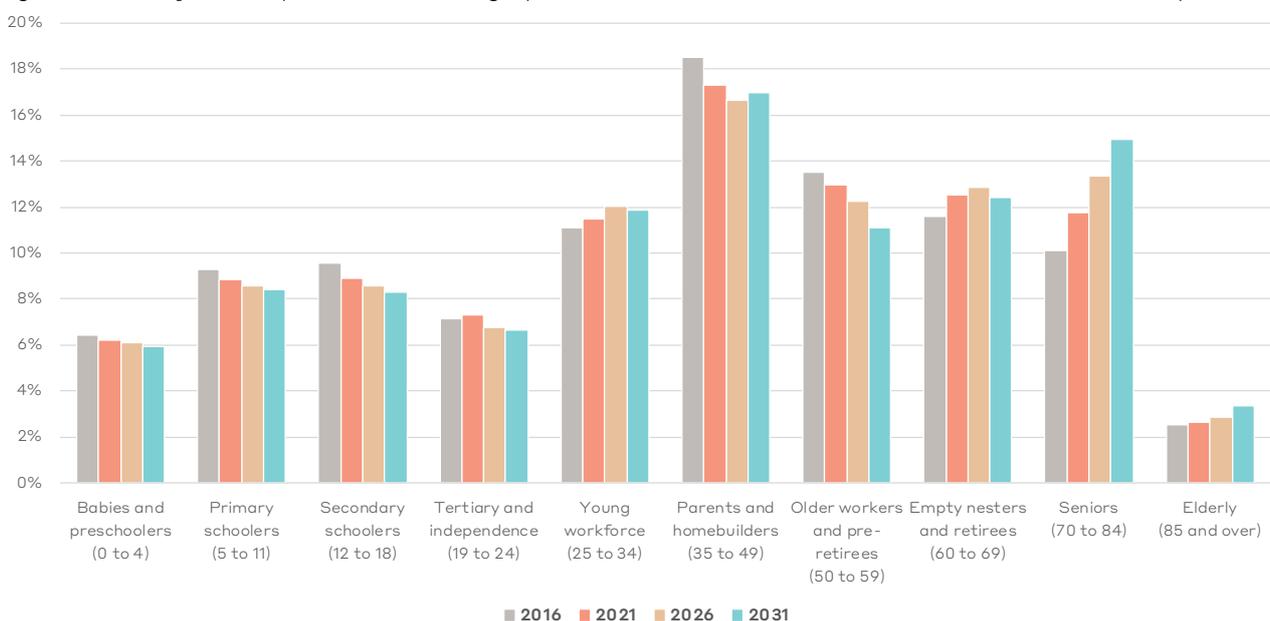
The municipality's population growth by age group shows that the proportion of younger people (0-24) is expected to steadily decline towards 2031. In contrast, the proportion of retirees and empty nesters (60+) is expected to increase, while older age groups (70 to 84) are expected to increase at a higher rate - as illustrated in the graph below.

- 25.2% of the municipality's population is aged 0-18 years, expected to decrease gradually to 22.6% in 2031
- 10.1% of the population is aged 70-84, expected to increase significantly to 14.9% by 2031
- The percentage of persons with a disability is generally larger in older age groups

- Approximately 54.2% of persons aged 70-84 had a disability with specific limitations or restrictions in Victoria in 2012, compared to 80.9% of persons aged 85 and over.

Like many regional areas across Victoria, the aging population in the Rural City of Mildura is likely to cause increased demand for a range of accessible facilities, including for persons with a disability or otherwise requiring mobility assistance.

Figure 2. Projected Population and Demographic Profile: 2016 to 2031 (Source: *Victoria in Future 2016 Report*).



Distribution

The vast majority of projected population growth between 2016 - 2031 is expected to occur in Mildura (township), while rural areas throughout the municipality are expected to gradually decline.

- Mildura (township) is expected to increase by approximately 13.5% between 2016 and 2031; and
- Mildura (rural) is expected to decrease by approximately 18% between 2016 and 2031.

Rural townships in Mildura generally have a relatively small population.

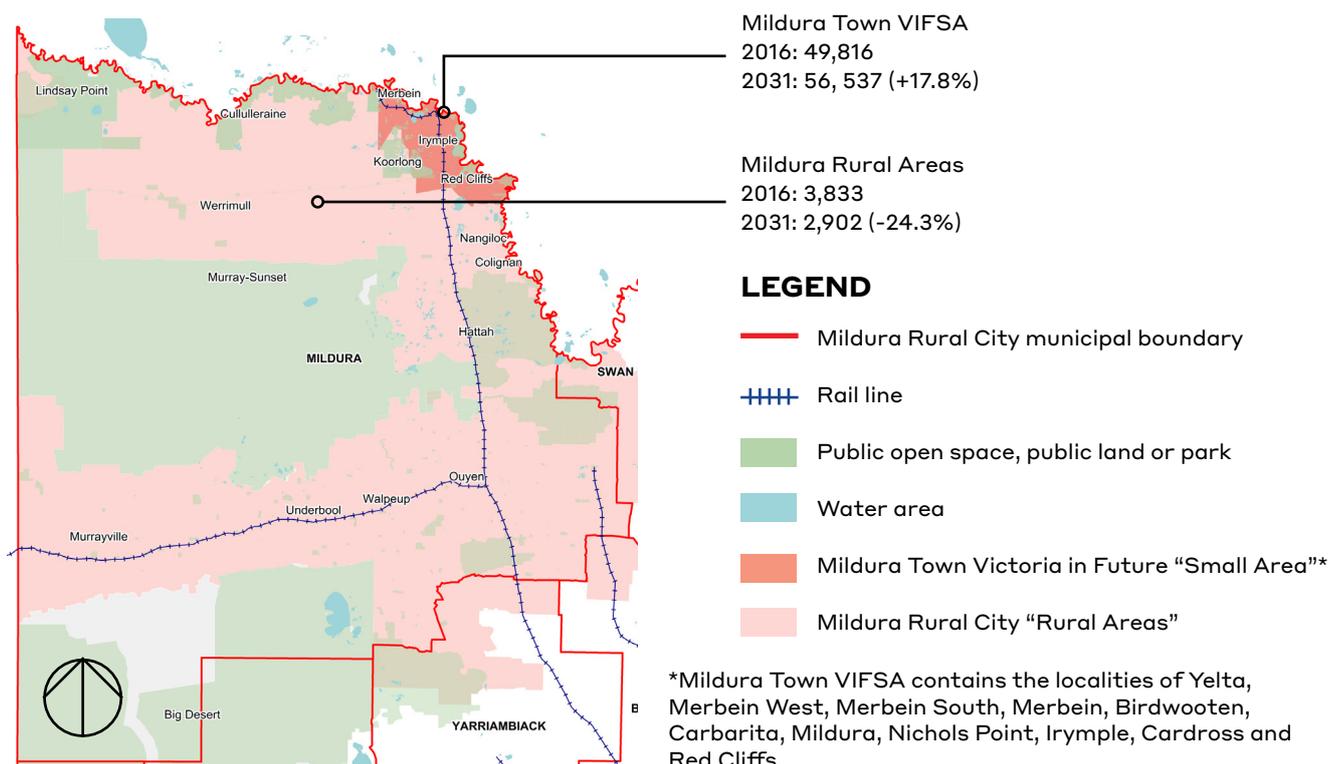
More than half (52%) of the rural population of Mildura lives in the following towns:

- Ouyen (33.7%);
- Murrayville (7.9%);
- Underbool (6.1%); and
- Walpeup (4.5%).

These areas were comparatively well represented in the online survey (see section 2.4).

Given the relative size of these areas, they may still experience some population growth, despite an overall projected decline of the rural population towards 2031.

Figure 3. Projected Population Distribution: 2016 to 2031 (Source: *Victoria in Future 2016*).



Modes of travel

The dominant mode of transport for travel to work is the car. Approximately 70% of people drive themselves to work, and an additional 6.2% travel to work in a car as a passenger. This constitutes 77.6% of people using a car to get to work (as driver or passenger), compared to 68.3% across Victoria.

Those working at home make up 4.8% in the travel to work figures, while 3.7% of people get to work by walking.

Less than 1% of people get to work using public transport. This is reflective of limited options across the municipality as highlighted in the previous section. In contrast, across Victoria 12.6% of people get to work using public transport.

State-controlled roads within the municipality are well-used by heavy and passenger vehicles making freight and passenger movements.

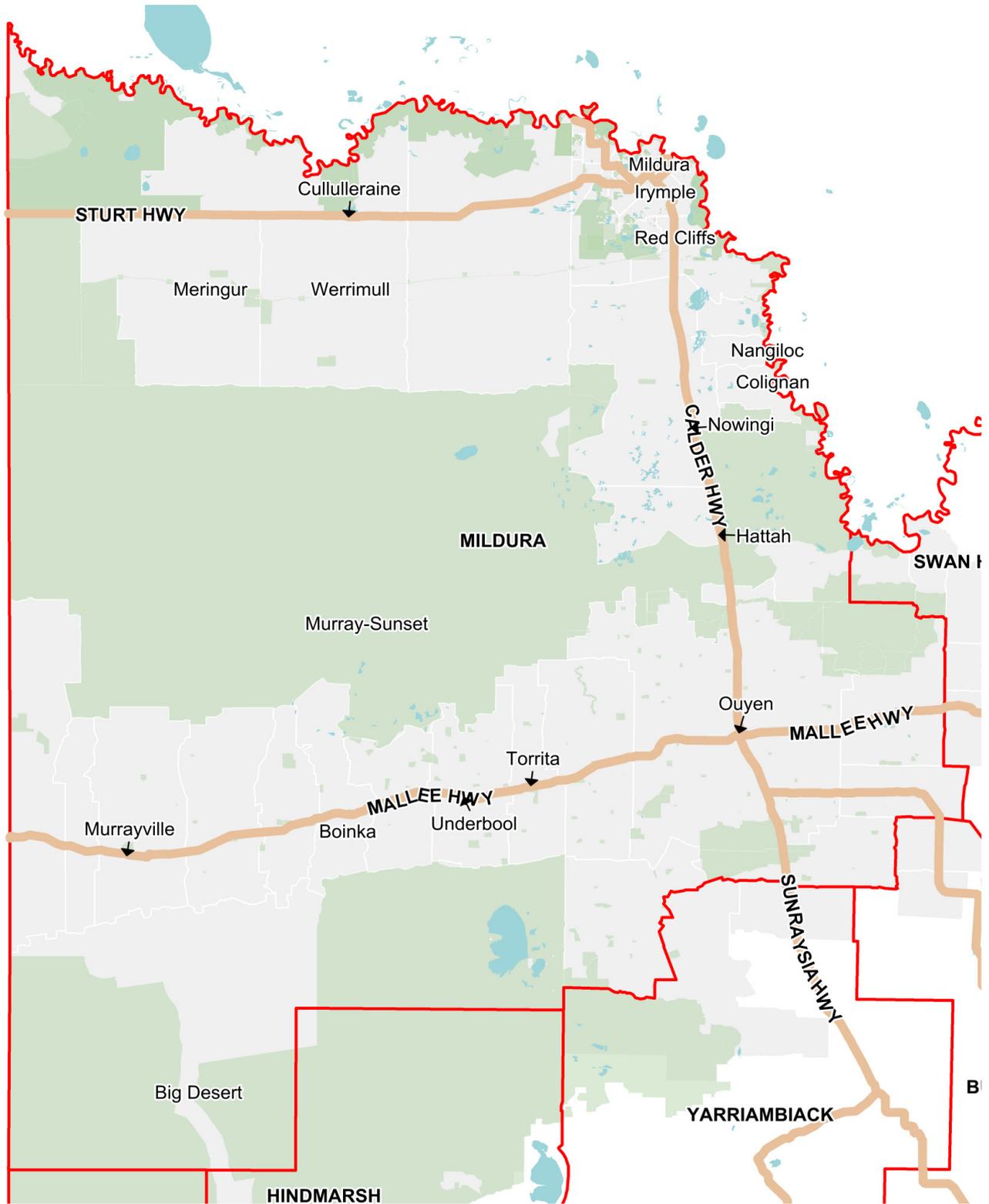
Public toilet facilities located along these transport routes are therefore most likely to be accessed by vehicle, including tourists in the area on self-driving holidays. Many of the public toilets along key freight routes in the municipality are not owned or managed by Council, and several toilets are located on private land (e.g. Service Stations).

A map on the following page illustrates the State controlled roads that pass through the Rural City of Mildura.



Neerim South Gateway public art

Figure 4. State-controlled roads in Mildura



LEGEND

- Mildura Rural City municipal boundary
- Declared Road (Arterial and Municipal)
- Public open space, public land or park
- Water area



2.3 Community values

Overview

This Community Values section has been prepared using a range of information, from the following key sources:

- Community & Council Plan 2017-2021
- Analysis of the customer service register
- Mildura Public Toilet Strategy survey
- Key public toilet visitation counts.

In addition to the information about community values from the Council Plan (2,956 residents were engaged), 1,100 customer service register surveys were reviewed (from January 2016 to December 2017), and approximately 660 online surveys were received over February-March 2018.

The information in this section will be used, along with Council's regulations, audit information and planning principles, to inform the vision, actions and recommendations of the *Mildura Public Toilet Strategy* in Stage 3 of the project.

Community and Council Plan

As part of the development of the 2017-2021 Community and Council Plan for the Rural City of Mildura, extensive community consultation about the future of the municipality was undertaken:

- 2,956 residents were engaged
- 1,155 people completed the *Help Shape Our Future* survey
- 131 engagement activities and events were held
- 28 drop-in stalls were held.

From all the consultation activities and surveys, common themes and issues were collated to form the basis of priorities for the plan.



COMMUNITY

Community Safety
Community Development
Community Health and Wellbeing
Community Services
Arts, Culture and Heritage
Recreation and Sport



ENVIRONMENT

Environmental Sustainability
Waste
Parks
Infrastructure, Assets and Facilities
Strategic Land Use



ECONOMY

Economic Development and Tourism
Events



COUNCIL

Leadership and Representation
Communication and Engagement
Customer Service
Financial Sustainability
Organisational Management

Four themes emerged that form the basis for the plan:

1. Community
2. Environment
3. Economy
4. Council.

Under the theme 'Environment', the need to develop and implement a public toilet strategy for the municipality was identified (Section 2.4: Infrastructure, Assets and Facilities).

As detailed in the plan, community demand and expectations on Council's services is increasing. New and existing services need to be continually reviewed, particularly in light of future trends in (State and commonwealth) funding and demographic change. This project forms part of a systematic review of the service levels currently provided by Council.

Customer service requests

As part of the background review, customer service requests were analysed to highlight the most commonly raised issues relating to public toilets in the municipality. Over 1,100 service requests related to local public toilets in a two year period (January 2016-December 2017).

Many related to:

- Cleanliness and health
- Safety and security
- Maintenance
- Accessibility.

The most common reasons for people reporting public toilets in the municipality were:

- **Cleanliness** – Many toilets were reported as needing urgent cleaning.
- **Water** – There were many toilets and sinks that had running water reported.
- **Lights** – Many lights reported as no longer working outside and inside public toilets.
- **Broken** – Numerous counts of reported broken toilets, doors, sinks etc.
- **Accessible Toilets** – Many accessible toilets for disabled and elderly users had reported issues relating to the above key words.

Some toilets were specifically identified on several occasions:

- Ninth Street (also referred to as Langtree Mall or City Heart, Mildura)
- Deakin Avenue Public Toilets
- Park for Play (Eleventh Street, Mildura)
- Water Play Park (Henshilwood Park, Mildura)
- Lock 11 (Rio Vista Park, Mildura)
- Fifteenth Street (Irymple Bus Shelter)
- Kmart (Eighth Street, Mildura)
- Nowingi Place (Ornamental Lakes Park, Mildura)
- Woolworths Car Park (Lime Ave, Mildura)

The following toilets were also frequently mentioned, however they do not form part of this study:

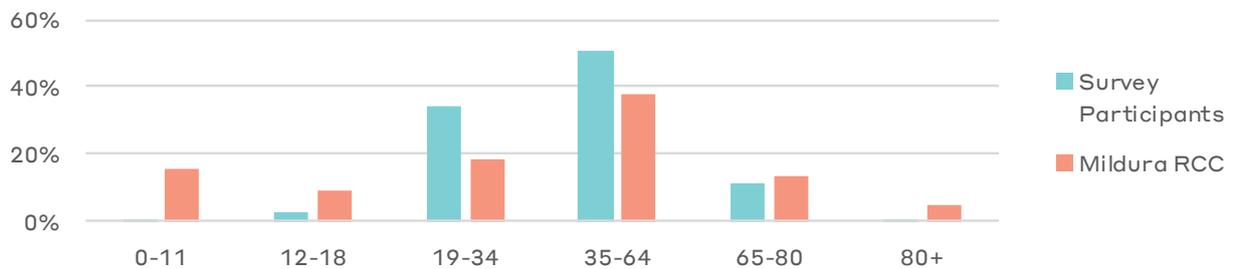
- Mildura Central
- Mildura Landfill
- Ouyen Courthouse
- Red Cliffs Depot.

Using the Customer Service Registry as a starting point, a survey was prepared to find out more about the Rural City of Mildura residents' expectations regarding public toilets.

Figure 6. Overview of customer service requests, January 2016-December 2017



Figure 5. Age groups of people surveyed versus the Mildura Rural City population



2.4 Summary of engagement activities

Engagement activities for the Public Toilet Strategy

As part of Stage 2, an online survey was conducted, running from 19 February until 25 March 2018. The survey was publicised using Council's Facebook page, on the project's website, and on Council's other social media channels.

In total, 611 survey responses were received, and people took an average of 11 minutes to complete the survey.

Based on findings from the analysis of the customer service database, the survey was designed around the following themes:

- Safety
- Accessibility
- Maintenance
- Design
- Hygiene.

Key findings from the survey are presented in this section, while detailed information about "what we heard" is also presented within each of the key themes in Chapters 4 and 5 of this document.

It is noted that not all questions required a mandatory response. Accordingly, participation levels for each question do vary.

Who responded to the survey?

The graph below shows the proportion of people who filled out the survey in comparison to the proportion of different age groups across Mildura's population. As illustrated:

- People aged 19-34 were over-represented compared to the broader population

- The 35-64 age group also had strong representation
- People aged 65-80 were well represented, while below the broader population
- The elderly (80+ years old), children (0-11) and young people (12-18 years old) were under-represented.

Although some groups were not well represented, workshops conducted in the next stage of the project will attempt to correct this balance by talking to key user groups of public toilets.

In the case of children's representation, it is noted that 54.5% of those completing the survey identified as "a parent, guardian, or primary carer of a baby or young child." Accordingly, there can be some confidence that the needs of children have been considered in the survey responses so far.

People responding to the survey identified as:

- Female: 82%
- Male: 17.2%
- Other: 0.1%

Compared to the municipality's broader population, this shows that most people regularly using, or who are interested in the strategy, are female. This correlates to the likelihood that many people currently using public toilets in the municipality are women, often with children in their care.

This is reflected in the public toilet visitation data collected from key public toilets over February-March 2018 (refer to section 4.1 for usage data).

54.6% of people who filled out the survey live in Mildura, while 12.4% live in Merbein, 11% in Red Cliffs and 5.3% in Irymple. Outside the greater Mildura (city) area, significantly fewer people responded to the survey, but responses were also recorded from Nichols Point, Walpeup, Murrayville, Cardross, Koorlong, Werrimull, Cullulleraine, and Nangiloc/Colignan.

The design, location and accessibility of public toilets is particularly important for some key user groups, including children, people with mobility impairments, or the elderly.

8.8% of people who responded to the survey are the carer of an adult who needs assistance, which reflects the proportion (9.9%) of people recorded in the Census as carers across the municipality.

Key survey findings

Based on the survey results, the most important factors in relation to public toilet provision for the residents of the municipality (in order of importance) are:

1. Cleanliness and health
2. Safety and security
3. Maintenance
4. Accessibility
5. Location
6. Design and attractiveness.

Cleanliness and health

The word “clean” was used 502 times, while “safe” (117) and “soap” (108) also came up frequently.

There is a clear message in responses about why people do and don't use public toilets regarding their perceptions of

safety, whether they have access to soap or toilet paper (mentioned 86 times), and how accessible (97 times) the facilities are overall.

Safety and security

The top five public toilets that were flagged as unsafe were:

- Kmart (mentioned 73 times)
- Lock 11 (43)
- Woolworths car park (21)
- Quandong Park (19)
- Ninth Street (17).

People's reasons for feeling unsafe included poor lighting, isolated location, broken locks, a lack of surveillance, dirtiness and the fact that they had seen needles in the facilities.

Maintenance

Many comments about maintenance from people surveyed related to cleanliness of facilities, the old age of some buildings, as well as concerns about broken locks, toilets not flushing properly, and build up of rubbish (including hygiene issues like nappies and used needles).

Maintenance was mentioned when people talked about:

- What makes a great public toilet (14.4% responses - mentioned by 83 people).
- Maintenance of public toilets in the region was most often rated “poor” (169 times) or “OK” (219 times).
- 460 people surveyed said cleanliness and maintenance of public toilets influences their decision to visit a place.

- People avoid using public toilets that they feel are poorly maintained:
 - Lock 11, Kmart, Woolworths car park, Ninth Street, Eleventh Street, Underbool and Werrimull public toilets were specifically mentioned.

Accessibility

Regarding accessibility (230 total responses), 60% of people reported being able to use toilets without accessibility challenges. However, 20% reported being unable to use toilets because there was insufficient space for a pram or wheelchair, or because the toilets were unsuitable for someone with greater mobility needs.

It was mentioned that there are few public toilets in Mildura equipped with baby change amenities.

Location

Key concerns for people surveyed related to how location influences people's feelings of safety. Specifically, many people felt unsafe using public toilets that were isolated within public open spaces, or where the entrance to the facility was completely obscured from passers by.

Conversely, people also felt some public toilets were extremely visible, and didn't want to feel as though people were watching them.

Design and attractiveness

The top three facilities that people felt need improvement were Kmart, Barclay Square Red Cliffs, and the Woolworths car park.

Top toilets people had visited that they felt were particularly safe or well-designed included:

- Sea Lake (54 mentions)
- Renmark (31)
- Nowingi Place (Ornamental Lakes Park, Mildura) (27)
- Mildura Centro (21)
- Ouyen (14).

The reasons people found these toilets safe and well-designed are reflected in the list below. Features suggested for improvements included:

- Footpaths/ easy access
- Baby change tables
- Larger cubicles
- More convenient locations, which have more visibility (including being well lit)
- Cleanliness and good maintenance
- Natural light
- Modern, aesthetic design.

More detailed findings from the online survey will be discussed throughout the report.

Further opportunities to provide feedback will be available at Stage 3 (Draft Public Toilet Strategy) of the project.

Figure 7. Distribution of survey responses across Mildura city and surrounds

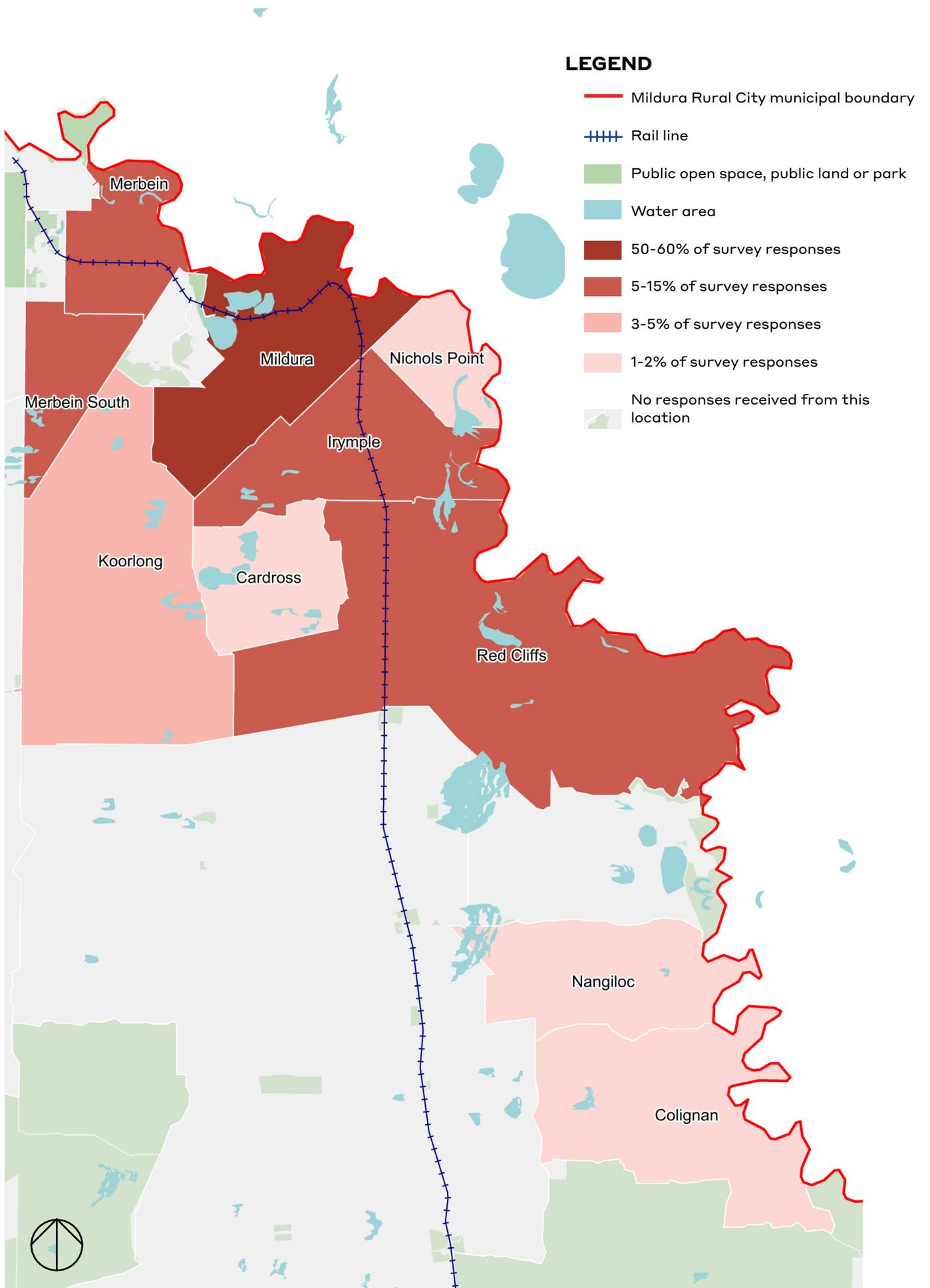
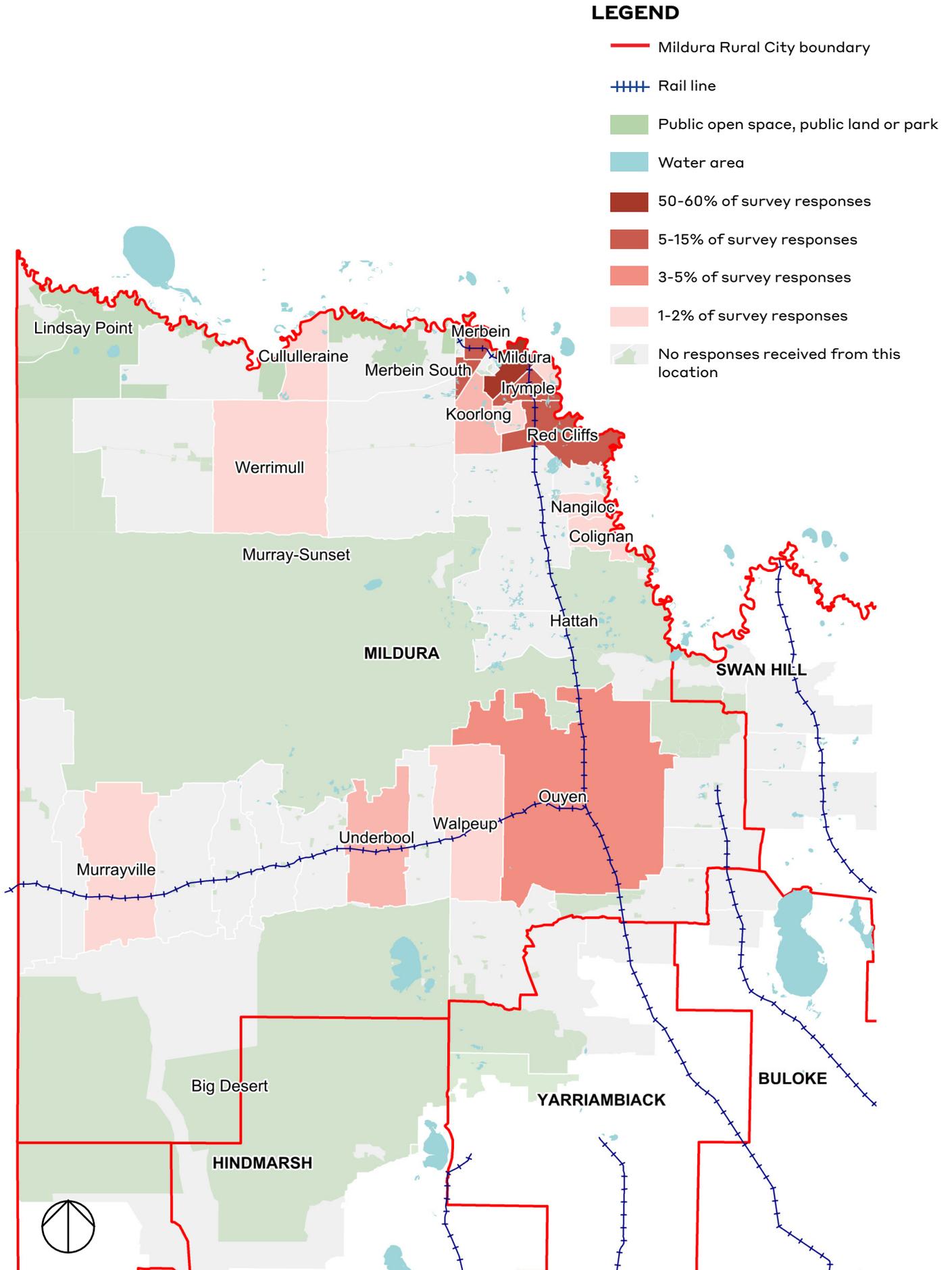
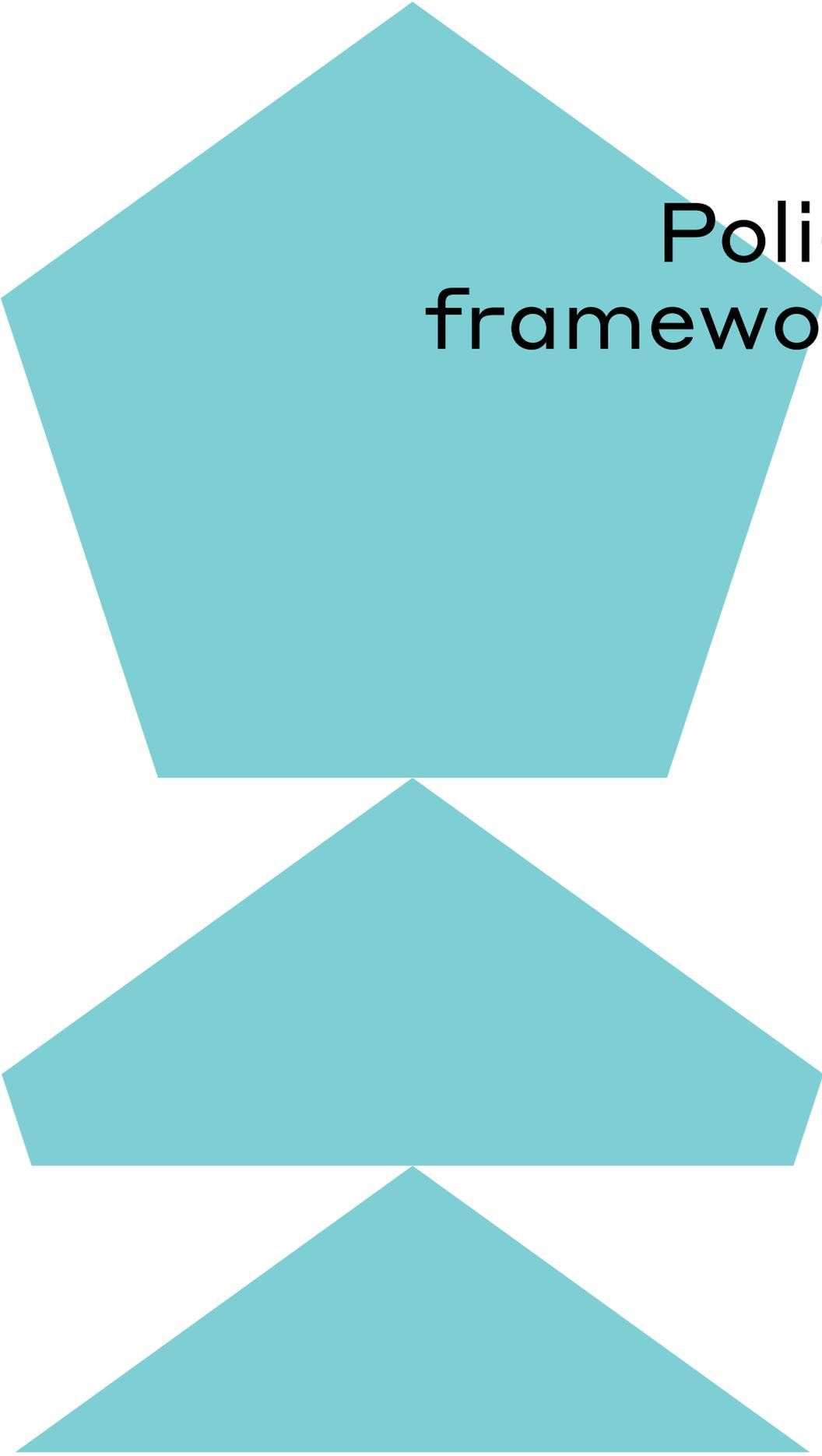


Figure 8. Distribution of survey responses across all of Mildura Rural City



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3.0



**Policy
framework**

3.1 Key documents

3.1.1 Existing Policy Framework

This section contains a summary of key Council policies and relevant legislation that underpin preparation of the *Mildura Public Toilet Strategy*.

The following key plans from Council have been reviewed to extract policies and strategies relevant to the design and provision of public toilets:

- *Community and Council Plan 2017-2021*
- *Community Health and Wellbeing Plan 2017-2021*
- *Community Access and Inclusion Plan 2014-2018*
- *Community Safety Plan 2015-2020*
- *GLBTIQ Inclusion Plan 2016*
- *Mildura Healthy Ageing Strategy 2016 – 2020*
- *Mildura Tourism 3 Year Strategic Plan 2015 – 2017*.

A fuller analysis of each document is provided as **Appendix A**, along with a summary of other documents and strategies reviewed as part of this background investigation.

From the analysis of the above documents, the following are the pertinent points that should influence public toilet provision in the municipality.

Safety and Security

Public toilets should be safe and well maintained public spaces, and there is a need to improve safety of “hot spot areas” throughout the municipality, identified as places where people feel unsafe or those spaces which enable anti-social behaviour (Community Safety Plan).

Public spaces should be well-lit, and where required CCTV will be provided in hot spot areas to ensure public safety.

Public toilets are recognised as a key community asset that enable people to visit and stay in an area for longer (Mildura Tourism 3-Year Strategic Plan).

Cleanliness and Health

The Health and Wellbeing Plan identifies vision that everyone in the Rural City is able to access the services, facilities, education and opportunities they need.

A healthy built environment promotes a sense of community and belonging (Community Health and Wellbeing Plan). The built environment plays a role in everyone’s health and wellbeing. The Public Toilet Strategy will support this aim by ensuring there is adequate provision of high quality public toilets in the CBD, open spaces and key tourist destinations across the municipality.

The Council Plan identified preparation of a Public Toilet Strategy as a key document needed to support its vision that the Rural City of Mildura is the move liveable, people-friendly community in Australia.

Accessibility

People's ability to access public places and spaces throughout the Rural City of Mildura is influenced by the built environment. The Access and Inclusion Plan and Healthy Ageing Strategy highlight that people's needs are different, or may change over time due to their physical ability, age, or other factors.

Each one of Council's key strategic documents underlines that the design, development and provision of new facilities, including for recreation and in the public realm, will be DDA compliant and take into consideration a range of accessibility considerations.

Mildura Rural City Council is committed to facilitating greater participation in community life for people with a disability (Community Access and Inclusion Plan).

Public spaces that feature many places to sit, public toilets, and are designed with people of all ages and abilities in mind, will ensure Mildura supports everyone in its care (GLBTIQ Inclusion Plan).

Maintenance

As outlined in the Council Plan, the Mildura Rural City Council has an obligation to ensure the municipality's funds are spent in a sustainable and equitable way.

Maintenance of Council's facilities is key to prolonging the life of its investments. As part of the Public Toilet Strategy, fittings and fixtures, public toilet design and maintenance programs will be assessed that will, in the long run, assist Council in managing its budget and getting the most out of its buildings and asset investments.

Design

The Community Safety Plan sets a direct objective for the Public Toilet Strategy to include Crime Prevention Through Environmental Design (CPTED) approaches as part of its key actions.

The quality of Mildura's built and natural environment is a key selling point for tourism, and one that should be supported through the provision of a high quality public toilet network (Tourism 3-Year Strategic Plan).

Location

Public toilets and other community facilities should be located in places where everyone feels safe and able to access them. Council's 2017-2021 Plan highlights the need for CCTV in some locations, while Crime Prevention Through Environmental Design (CPTED) is also a key principle highlighted for public place design in many Council documents.

These principles, such as increasing passive surveillance and ensuring buildings are well-located in active places with lots of passers-by, will be key elements for inclusion in the Public Toilet Strategy.

4.0



**Public toilet
network**

4.1 Distribution and location

4.1.1 Introduction

Mildura Rural City is a vast municipality, and covers a significant area, much of which is occupied by State and national parks, and farmland. As a result, there are two considerations when assessing The municipality's existing public toilet network and the distribution and location of public toilets:

- Distribution of toilets within towns.
- Distribution of toilets and rest areas between towns.

Mildura City, its suburbs and other towns in the municipality such as Merbein, Irymple, Red Cliffs and Ouyen, have been assessed according to the first dot point, while a broader approach (the second dot point) has been applied for public toilets in tourist areas, along key freight routes, or in remote parts of the municipality.

Seventy-eight (78) public toilets within Council's ownership and management were audited for this project.

Toilets in public ownership (e.g. VicRoads, Parks Victoria, Crown Land) but outside Council's jurisdiction for maintenance or management are shown on the maps in this section (but are not considered part of Council's network).

Public toilets within shopping centres, service stations and other private land holdings have not been shown as they are outside the scope of this project and cannot be influenced by Council as part of its public network.

4.1.2 Approach

This section examines the distribution and location of public toilets based spatial analysis using GIS mapping.

A 400m and 800m walkable catchment area was applied around existing public toilets to illustrate which toilets can be accessed in a local area within a 5- and 10-minute walk. The table below shows the average distance people can walk over time:

Time	Average Distance
1 minute	100m
2 minutes	200m
5 minutes	400m
10 minutes	800m

The "walkable catchment" approach was developed by the Heart Foundation (Healthy by Design) and is generally used as a best-practice approach to locating key facilities and services.

A series of distribution maps are included in this section, showing that in some places the walkable catchment of several facilities overlaps significantly, meaning public toilet provision is highly concentrated in some locations.

In addition to spatial analysis, feedback from the customer service requests has been used to highlight issues and opportunities associated with distribution and location of public toilets in Mildura Rural City.

4.1.3 What we know

There are seventy-eight (78) Council owned and managed toilets distributed throughout the Rural City of Mildura.

Rural Mildura

There are a number of rural towns distributed throughout the Rural City of Mildura. Gap analysis has revealed that the following locations do not have public toilets (that are within Council's ownership and management):

- Hattah
- Cawarp
- Merrinee
- Meringur
- Boinka
- Tutye
- Linga
- Torrita
- Merbein South
- Merbein West.

Further investigation is required to determine the need for a public toilet in these locations.

In some cases, there may be existing Council or other publicly-owned structures containing toilets in the vicinity that can be refurbished or re-purposed to close these gaps in the network.

Toilets along recreational trails

The Rural City of Mildura has a number of trails and tracks. The *Mildura Tracks and Trails Strategy 2012* identified the most commonly used off-road trails, including but not limited to:

- Riverfront/ Apex Park
- King's Billabong including Bruce's Bend
- Merbein/ Merbein Common
- Nichols Point
- Johnsons Bend.

The Strategy also identifies the need for access to toilets on priority off-road trails with a recreational focus. The Strategy's design guidelines and implementation recommendations include providing public toilets at the entrance/ exits of all priority off-road trails, including the Riverfront Trail, Apex Park and King's Billabong.

Vehicle and truck rest areas

Mildura is located at the junction of several major State-controlled roads, and borders New South Wales and South Australia. These roads experience a high volume of through traffic and heavy vehicles.

Freeways and highways are under the jurisdiction of VicRoads and although there are no Council owned assets at these locations, often service stations or other toilet infrastructure is available. Opportunities exist to partner with VicRoads to advocate for the new facilities at key locations where there are formalised truck/rest stops.

Urban Mildura

Mildura's metropolitan area is focussed around Deakin Avenue and the Langtree Mall, with dispersed shops and businesses also located in more residential areas - for example, Mildura Central shopping centre.

Mildura's CBD has the highest concentration of public toilets for the municipality. Several are located in parks and reserves, co-located with sports facilities, and at key locations within activity centres. As shown in the distribution maps over the following pages, in some areas several public toilets are available within a 400m walk, illustrating that many public toilets in the CBD have overlapping catchments - causing duplication in some areas.

Depending on the local context, it is not necessary to provide a public toilet every 100m-200m, however feedback received through consultation identified a significant number of users would only be prepared to walk 1-2 minutes to access a facility.

This analysis doesn't take into account the availability of non-Council owned toilets, such as those located in the Langree Mall or Centro Shopping Centre.

According to spatial analysis, there appears to be a good network coverage of facilities within the CBD, although community feedback highlighted that some toilets were difficult to find or only available between certain hours.

These locations include:

Limited Access

- Bike Hub (and disabled) public toilet: only open during daylight hours
- Henderson Park public toilets: only open during daylight hours
- Mildura Recreation Reserve grandstand public toilet: only open during events

Hard to Find

- Mildura Arts Centre (Rio Vista Connection): located in basement, only accessible via stairs
- Apex Park public toilets: large gum tree overhanging building, obscuring its location.

Irymple

Irymple and Red Cliffs are satellite townships south of Mildura with similar recorded populations of 5,325 and 5,060 respectively.

Irymple has four public toilet facilities. Using a 400m catchments area around the facilities, most of the commercial and recreational land has access to public toilets within a 5-minute walk. Notably, commercial land in the north-west area of the township is not covered by the 400m catchment from existing facilities, but is mostly covered by the 800m catchment.

Red Cliffs

Red Cliffs contains six public toilets and has some gaps in the 400m catchment area around public toilets, towards the eastern part of the settlement and around Kiewa Avenue Reserve and Ovens Park. The 800m catchment covers the majority of the township, but does not reach these open spaces.

Ouyen

Ouyen is the largest township in the southern part of the municipality. The provision of public toilet infrastructure in Ouyen comprises four public toilet blocks within the area covered by 800m buffers.

Based on spatial analysis, it was observed that Council-owned facilities capture most of the central, south-western parts the township within a 400m catchment. The north-eastern parts of the township lack facilities but due to the small size of Ouyen, many areas are still within the 800m catchment of the existing facilities.

Privately owned public toilets

As highlighted earlier, a range of other toilet facilities supplement Council's existing public toilet network. These toilets service the needs of staff or paying customers and are sometimes available for public use. The most common locations/land uses include:

- Cafés and restaurants
- Service stations
- Shopping malls
- Office buildings.

There are opportunities to explore future partnerships with private enterprise to expand and improve the existing network of Council assets, or to direct people to other nearby toilets using local wayfinding signage within the public realm. It is important to note that this benefits members of the public, as people will not differentiate between toilets in different, as long as the toilets are publicly available when needed.

Usage

As part of the project's data collection, usage statistics were recorded from public toilet facilities at five locations throughout the municipality. In order of highest to lowest usage, these facilities are:

- Kmart Public Toilets (3,379 users over a two-week period)
- Ninth Street Public Toilets (2,219)
- Nowingi Place Public Toilets (Water Play Park) (2,160)
- Park for Play Public Toilets (1,056)
- Henshilwood Oval (333).

As shown below, female toilets usually recorded higher usage rates than male toilets at the same location. At the Park for Play Public Toilets, there was marginally higher use of the male than female toilets. Statistics for Persons with Disability (PWD) facilities were available at all locations except the Kmart Public Toilets.

Based on the usage data (see Figure 11) and looking at the significantly higher number of survey responses filled out by female participants, it can be assumed that female public toilets have a higher usage rate due in part to many women visiting public toilets with young children in their care.

Regarding the Park for Play figures, it is noted that the gender distribution of usage statistics may be influenced by overflow from surrounding land uses and events. For example, nearby facilities such as the Mildura Car Club adjacent to the Park for Play public toilets may not have adequate facilities.

4.1.4 What we heard

As part of the survey conducted during the first stage of the project, the Mildura community provided some information about the location and distribution of public toilets.

According to the survey, network gaps occur in the following locations:

- Langtree Mall, Mildura (also referred to as 'The Mall')
- Water Play Park, Mildura (also referred to as 'Splash Park')
- Fifteenth Street, Mildura
- Outen Park, Underbool
- Merbein South.

As part of the survey, people were asked the places they would most likely use public toilets as part of their daily life. Most common responses were:

- Shopping street
- Public park
- Cafe or shopping centre
- Truck stop
- Visitor Information Centre
- Sports pavilion.

Most people (54%) would be willing to walk between 2-5 minutes to access a public toilet, while 33% of people wanted to be able to access public toilets within a 1-2 minute walk. 12% of people would be willing to walk between 5-10 minutes.

The time taken to walk to public toilets changes for people of different ages and abilities - this will be considered as part of the draft Strategy in the next stage of the project.

Figure 9. Thinking specifically about the Mildura CBD, how long do you think is reasonable to have to walk to get to a public toilet?

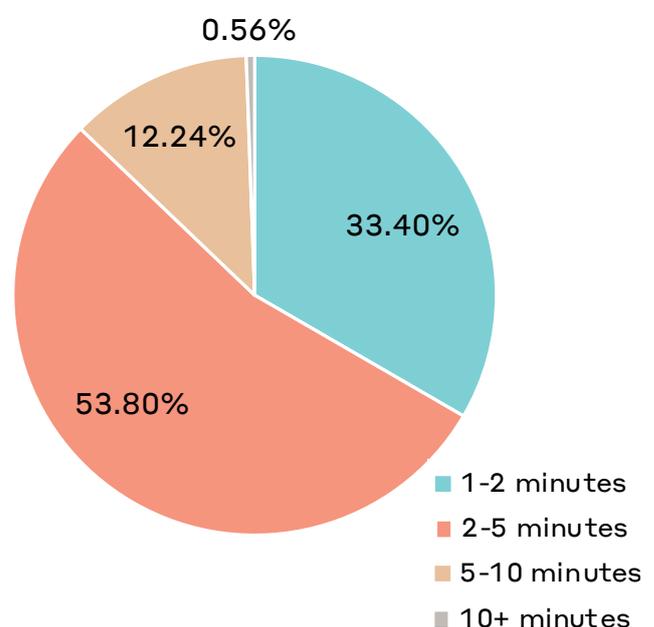


Figure 11. High usage public toilets in Mildura City

Public toilet	Dates collected	Toilet Type			Total
		Female	Male	Disabled	
Kmart (Eighth Street, Mildura)	22/02 - 01/03/2018	1,849	1,530	-	3,379
Ninth Street (Langree Mall or City Heart, Mildura)	01/03/2018 - 08/03/2018	1,043	769	407	2,219
Nowingi Place (New public toilet at Water Play Park, Mildura)	14/02 - 22/02/2018	1,151	678	331	2,160
Park for Play (Eleventh Street, Mildura)	27/03 - 03/04/2018	395	478	183	1,056
Henshilwood Oval	04/04 - N/A	138*	138	57	333

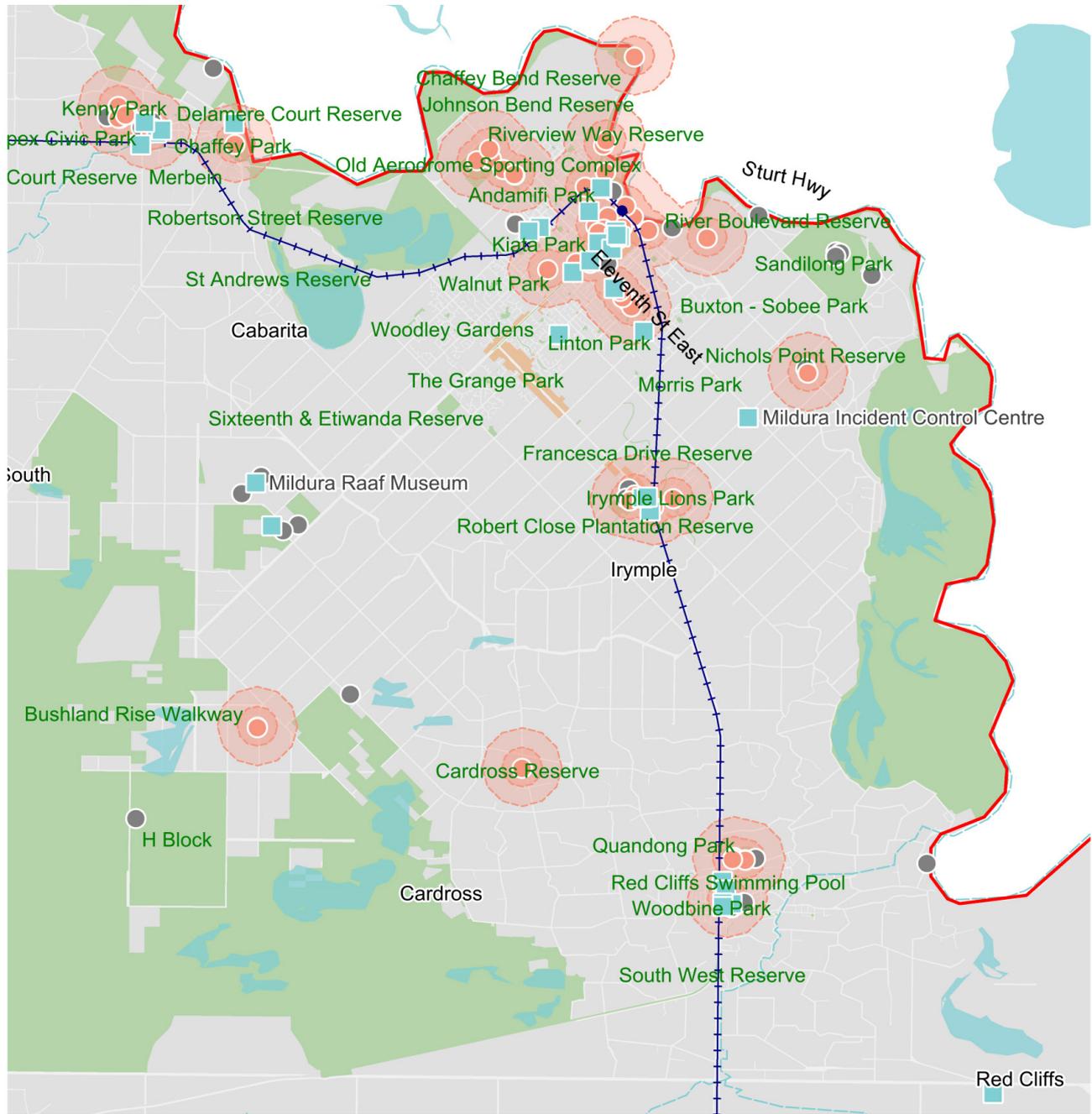
*Female counter did not function properly; male rate has been substituted as assumed minimum.

Figure 10. Are there any places in the region that don't have a public toilet and need one?

Toilet	Area	Number of times mentioned
Langtree Mall (Suggestion that another toilet is needed)	Mildura	90
Splash Park (Suggestion that the toilet be closer to the play equipment)	Mildura	26
Fifteenth Street	Irymple	19
Outen Park	Underbool	13
Deakin Avenue (Various suggested locations, mainly near Eleventh and Fifteenth Streets)	Mildura	10
Ninth Street	Mildura	10
In the River parks	Various	7
Mildura South	Mildura	6
Koorlong	Koorlong	6
Walpeup	Walpeup	3
Hattah Truck Stop	Hattah	3
Lloyd Park	Irymple	1

4.2 Public toilet distribution maps

Figure 12. Overview of the Mildura area public toilet distribution map



LEGEND

- Mildura Rural City municipal boundary
- - - Rail line
- Public open space, public land or park
- Water area
- Public toilet (MRCC)
- Public toilet (Not MRCC)
- Landmark
- 400m buffer around public toilets (5 min. walk)
- 800m buffer around public toilets (10 min. walk)



Figure 13. Mildura city public toilet distribution map

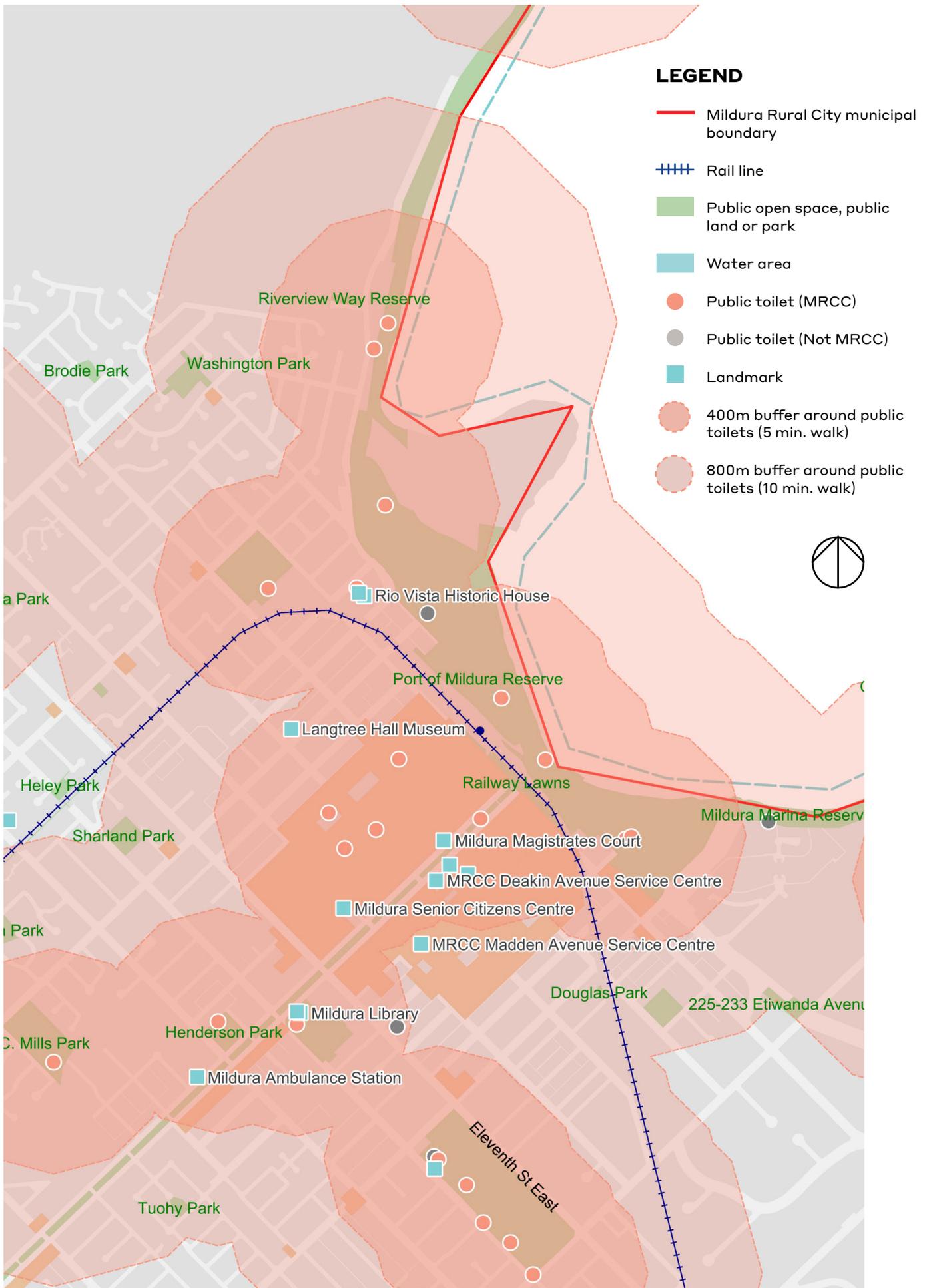
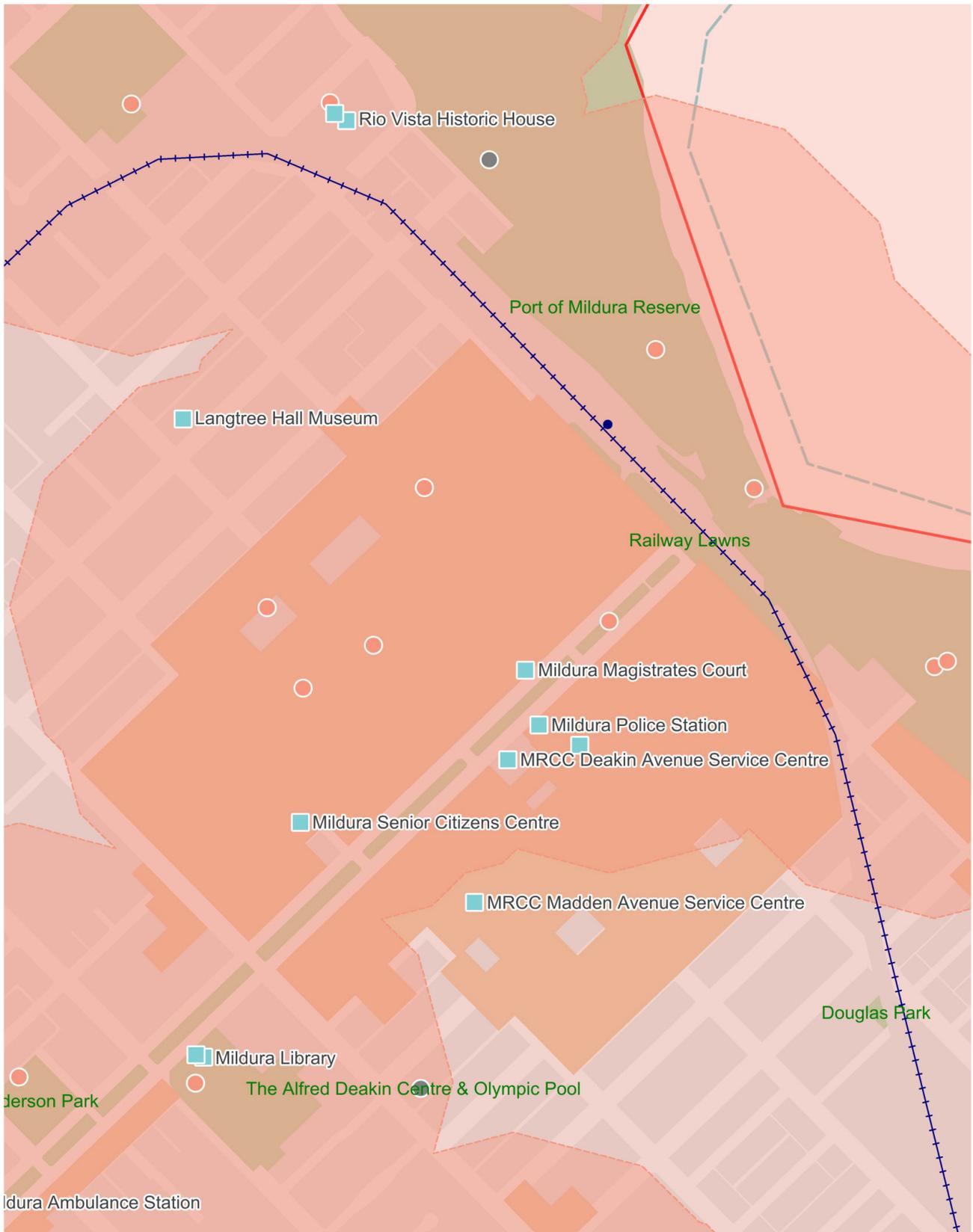


Figure 14. Mildura CBD public toilet distribution map



LEGEND

Mildura Rural City municipal boundary

Rail line

Public open space, public land or park

Water area

Public toilet (MRCC)

Public toilet (Not MRCC)

Landmark

400m buffer around public toilets (5 min. walk)

800m buffer around public toilets (10 min. walk)



Figure 15. Irymple public toilet distribution map

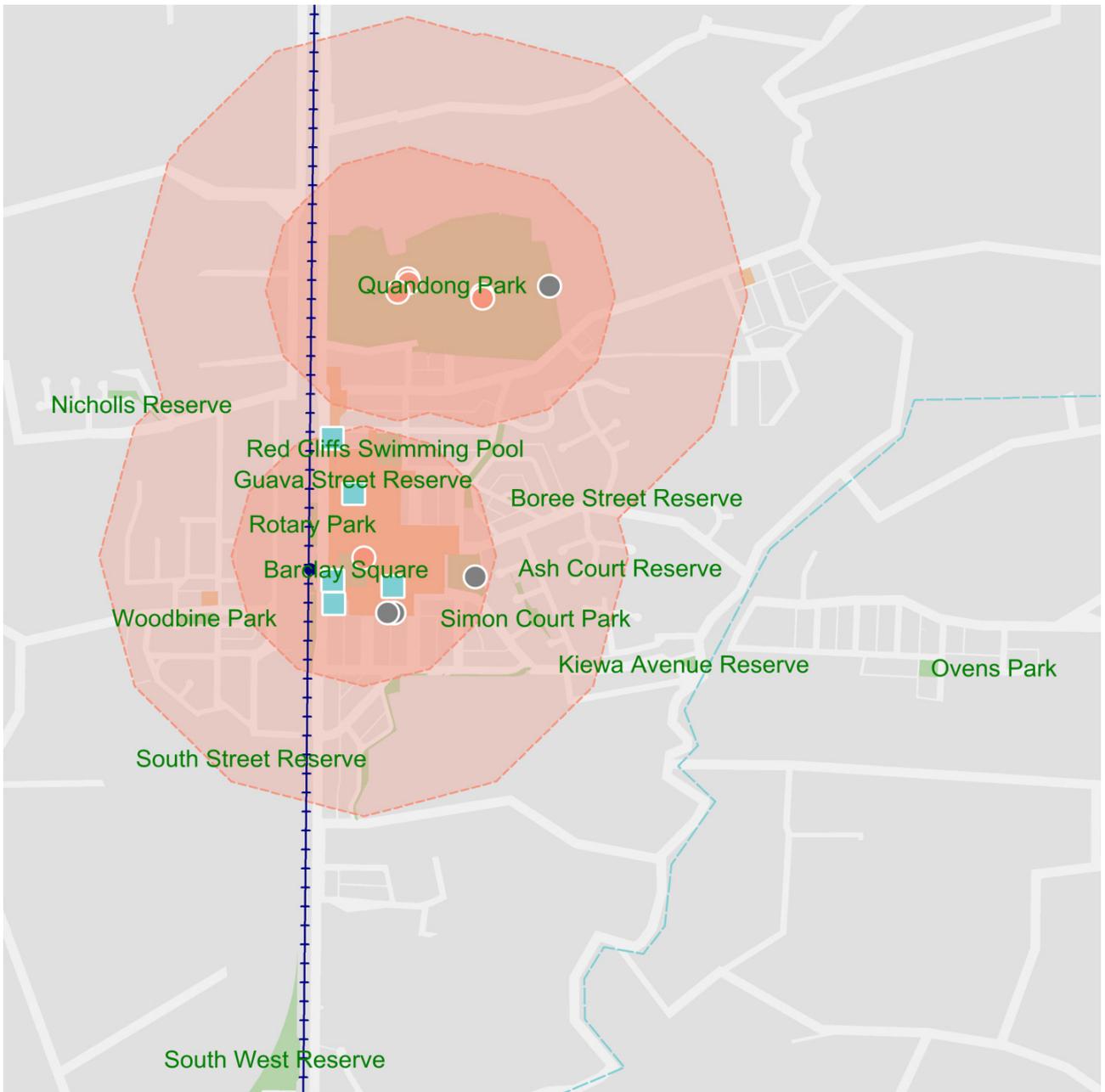


LEGEND

- Mildura Rural City municipal boundary
- + + + + Rail line
- Public open space, public land or park
- Water area
- Public toilet (MRCC)
- Public toilet (Not MRCC)
- Landmark
- 400m buffer around public toilets (5 min. walk)
- 800m buffer around public toilets (10 min. walk)



Figure 16. Red Cliffs CBD public toilet distribution map

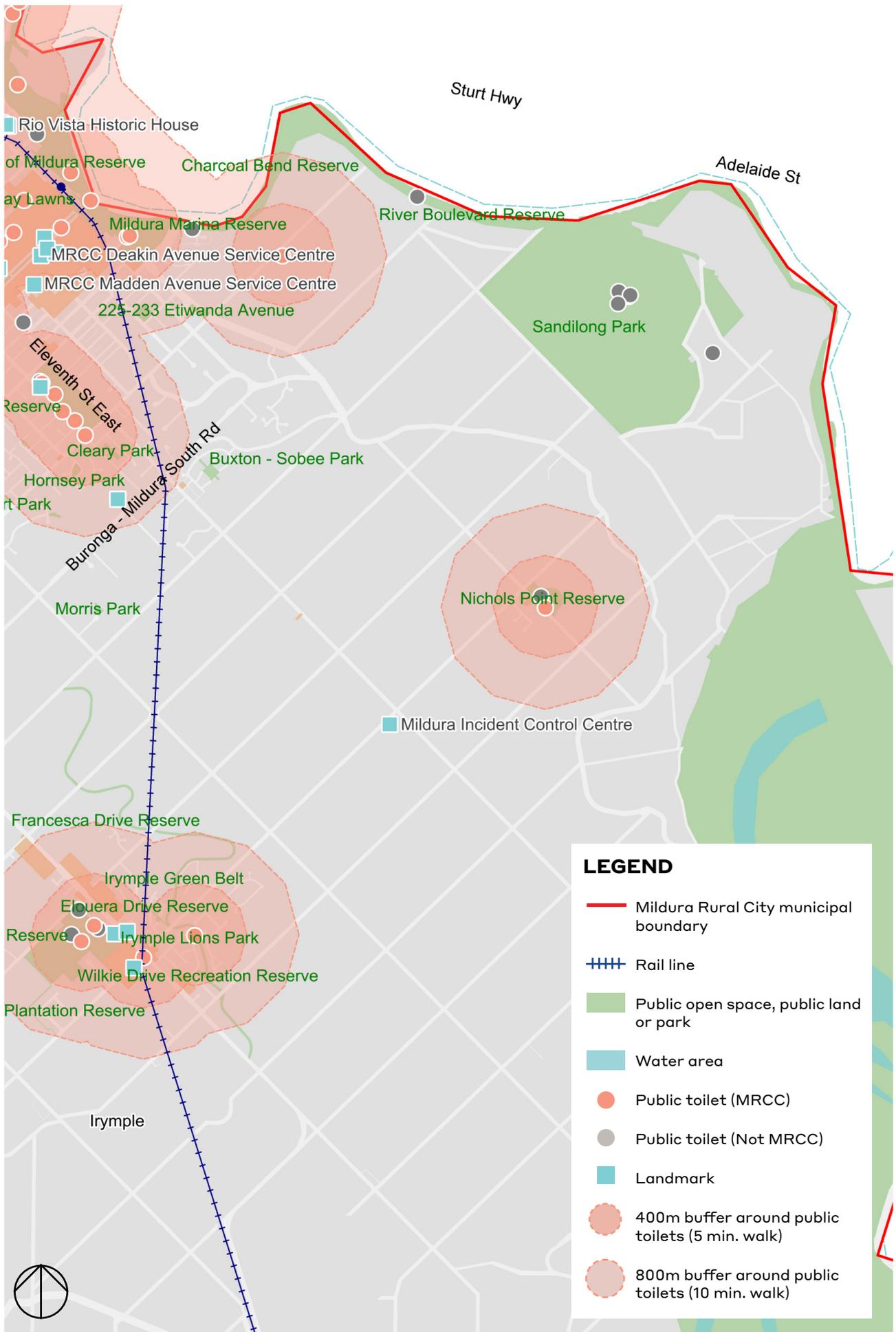


LEGEND

-  Mildura Rural City municipal boundary
-  Rail line
-  Public open space, public land or park
-  Water area
-  Public toilet (MRCC)
-  Public toilet (Not MRCC)
-  Landmark
-  400m buffer around public toilets (5 min. walk)
-  800m buffer around public toilets (10 min. walk)



Figure 17. Nichols Point public toilet distribution map



LEGEND

- Mildura Rural City municipal boundary
- - - - Rail line
- Public open space, public land or park
- Water area
- Public toilet (MRCC)
- Public toilet (Not MRCC)
- Landmark
- 400m buffer around public toilets (5 min. walk)
- 800m buffer around public toilets (10 min. walk)

Figure 18. Lake Cullulleraine to Werrimull public toilet distribution map

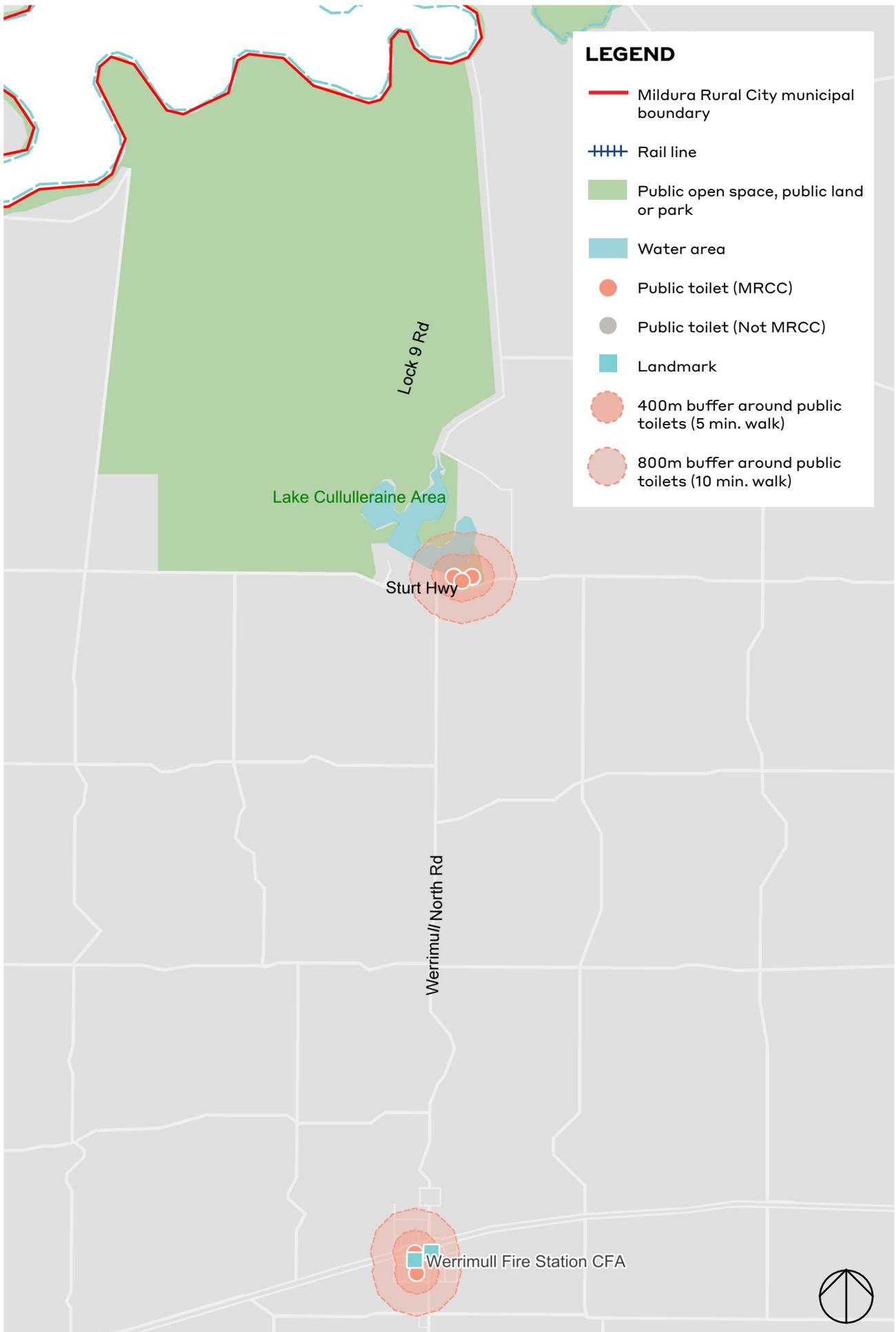
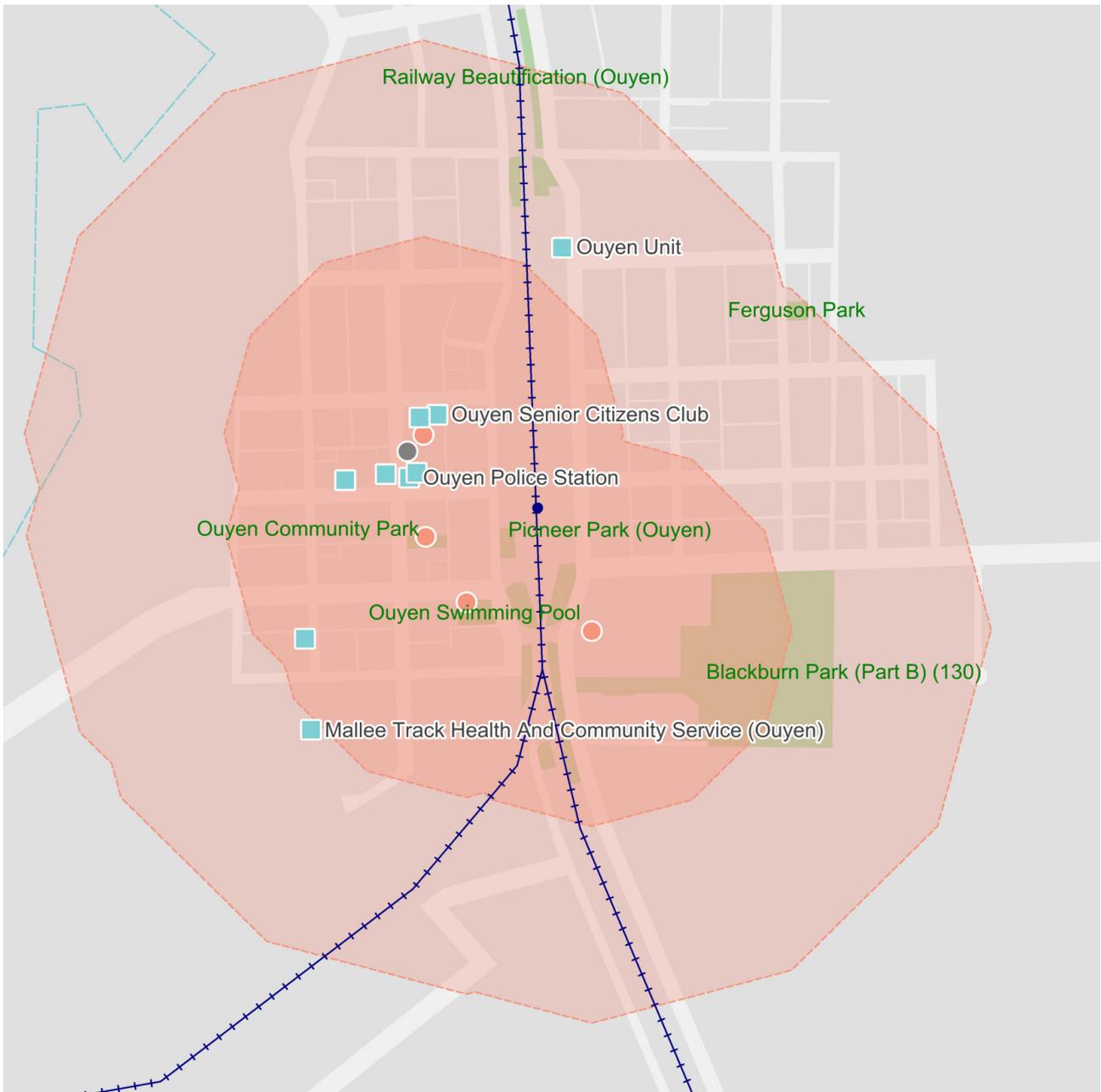


Figure 19. Ouyen public toilet distribution map

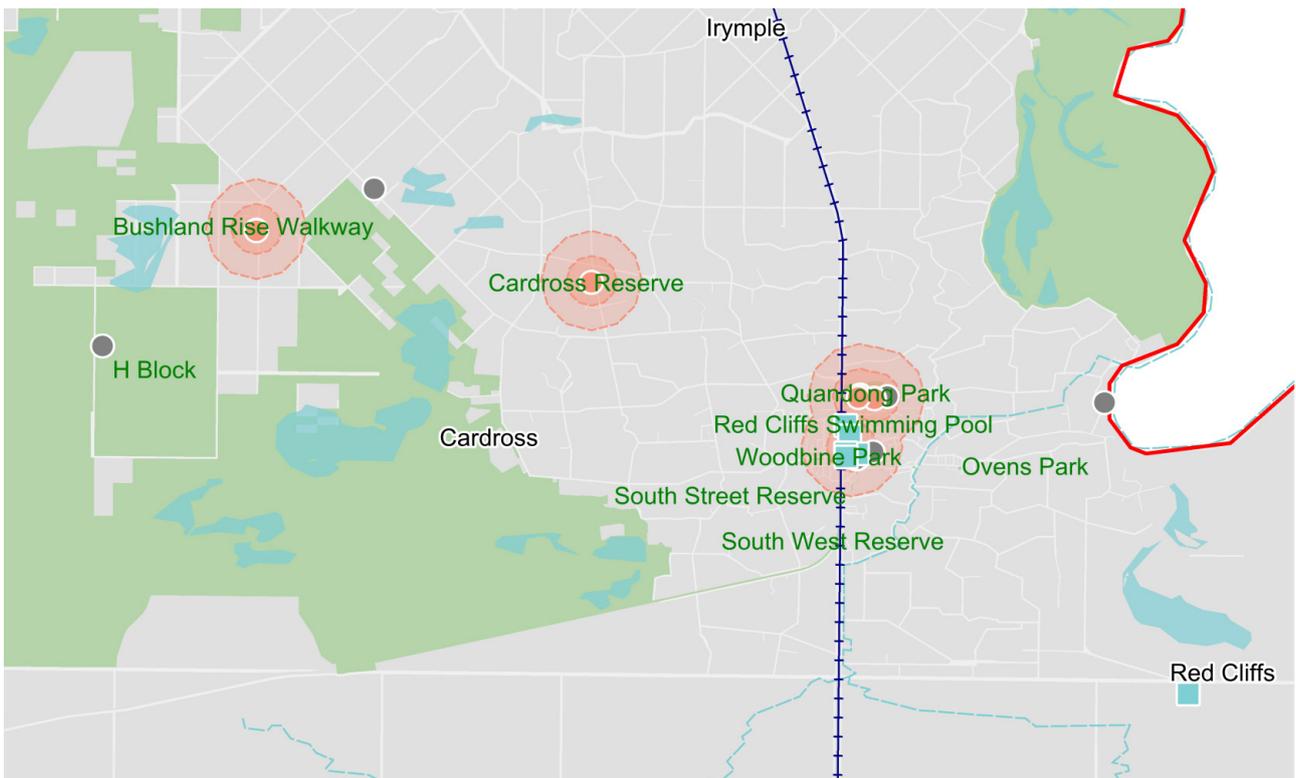


LEGEND

-  Mildura Rural City municipal boundary
-  Rail line
-  Public open space, public land or park
-  Water area
-  Public toilet (MRCC)
-  Public toilet (Not MRCC)
-  Landmark
-  400m buffer around public toilets (5 min. walk)
-  800m buffer around public toilets (10 min. walk)



Figure 20. Irymple to Red Cliffs public toilet distribution map



LEGEND

- Mildura Rural City municipal boundary
- - - - Rail line
- Public open space, public land or park
- Water area
- Public toilet (MRCC)
- Public toilet (Not MRCC)
- Landmark
- 400m buffer around public toilets (5 min. walk)
- 800m buffer around public toilets (10 min. walk)



4.3 Location and siting

4.2.1 Introduction

The location of public toilets can be thought of in two ways:

- The broad location of a facility in terms of the city centre
- The siting of a building within its context - e.g. within a park or car parking area
- The distribution of toilets throughout the municipality
- The physical setting of a single facility with regard to its immediate surrounds.

The location of a public toilet facility can influence:

- The accessibility of spaces for a range of user groups
- People's perception of safety and willingness to visit and/ or stay in a place
- Levels of crime and other anti-social behaviour
- The ultimate usage level of public spaces and commercial areas.

Places within the Rural City of Mildura range from rural townships situated in remote areas, to the metropolitan centre of Mildura and its satellite townships. Many rural towns are separated by long stretches of State-controlled roads with high levels of passenger and heavy vehicle traffic.

Activity centres

Activity centres are areas usually surrounding transport hubs and other areas with a large amount of pedestrian foot traffic. They contain and encourage consolidated, mixed-use development where people live, work and visit. In

Mildura city, the Mixed Use Zone (MUZ) and Commercial Zones (C1Z and C2Z) define areas with this function. The core town centre in Mildura city is centred on sections of Deakin Avenue and Langtree Streets (i.e. Langtree Mall) between Eleventh and Seventh Streets. The Langtree Mall is a key pedestrian area, while other core commercial areas (e.g. Mildura Centro) are outside the CBD.

Areas that function as activity centres attract a large number of people and require more concentrated provision of public toilet infrastructure to meet demand. Good public toilet infrastructure is well-located, visible to passers-by and feels safe, enabling people to stay longer in town, whether for leisure or as a visitor.

4.2.2 What we know

Mildura's CBD is the largest commercial centre in the municipality and functions as a regional hub for surrounding areas. This area contains the Mildura Railway Station which serves as a transport hub for buses, and bus stations are also located along Deakin Avenue. Several public parks associated with the Murray River are also found in this area.

Other commercial areas in Mildura city include Mildura Central shopping centre and large retailers along Fifteenth Street.

The concentration of public toilets in central Mildura city is higher than anywhere else in the municipality. The 400m catchment of existing public toilet facilities covers most C1Z and MUZ land, the railway station transport hub, bus stops and adjacent parkland.

Areas not covered by the 400m catchment are generally included within the 800m catchment, meaning most locations within central Mildura city are within 800m of a public toilet (approx. 10 minute walk, or a 1 minute drive at 50-60kmph).

A key pedestrian thoroughfare, Langtree Mall, is where the majority of central public toilets are located in Mildura City.

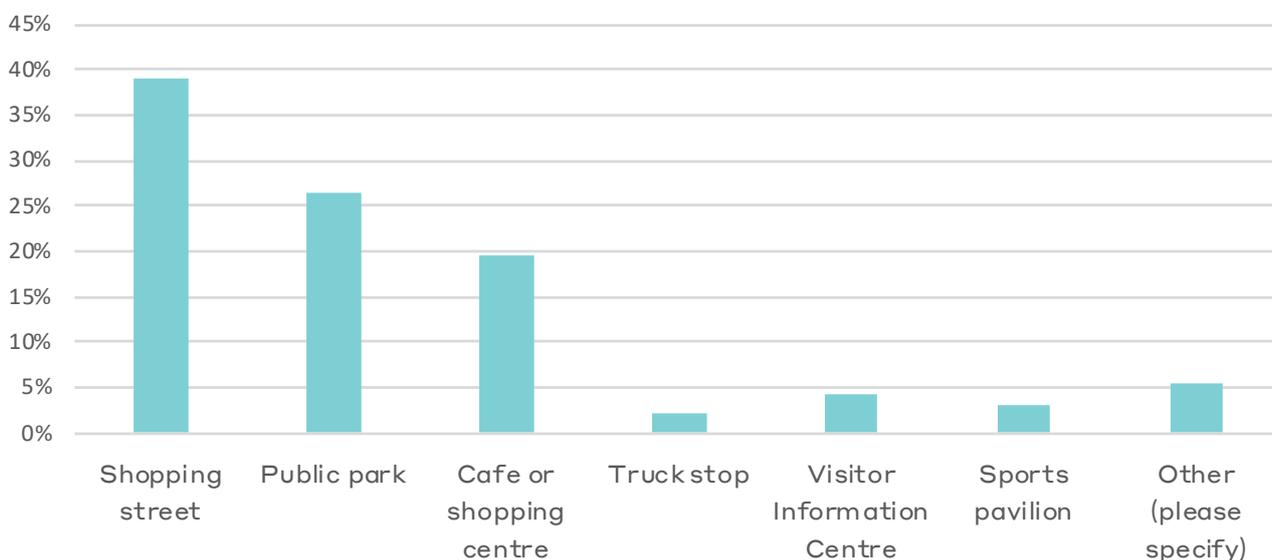
Due to the dispersed nature of towns throughout the municipality, there is a heavy reliance on driving to get around Mildura. The drive-to-work statistics from the 2016 Census indicated that 77.6% of people drive to work by car, either as a driver (70.9%) or passenger (6.2%). A further 4.6% work from home, and 3.2% walked to work. This is compared to 61.8% of people driving across Victoria, and 12.6% using public transport - while in Mildura 0.7% people journey to work by public transport.

Most tourists passing through the municipality are self-driving, meaning public toilets along highways, private toilets in service stations, and free-standing public toilets are more likely to be used by these groups.

The location of public toilets in the Rural City can be grouped as follows:

- Free-standing public toilets situated in public open spaces or on the street
- Co-located public toilets accessible to the outside but positioned next to sports clubs/ pavilions and other Council-owned buildings
- Special-use public toilets such as the Bike Hub on Pine Avenue.

Figure 21. In which location would you most likely use a public toilet?



4.2.3 What we heard

When thinking about public toilets people felt were particularly unsafe or inaccessible, the following feedback was received regarding location:

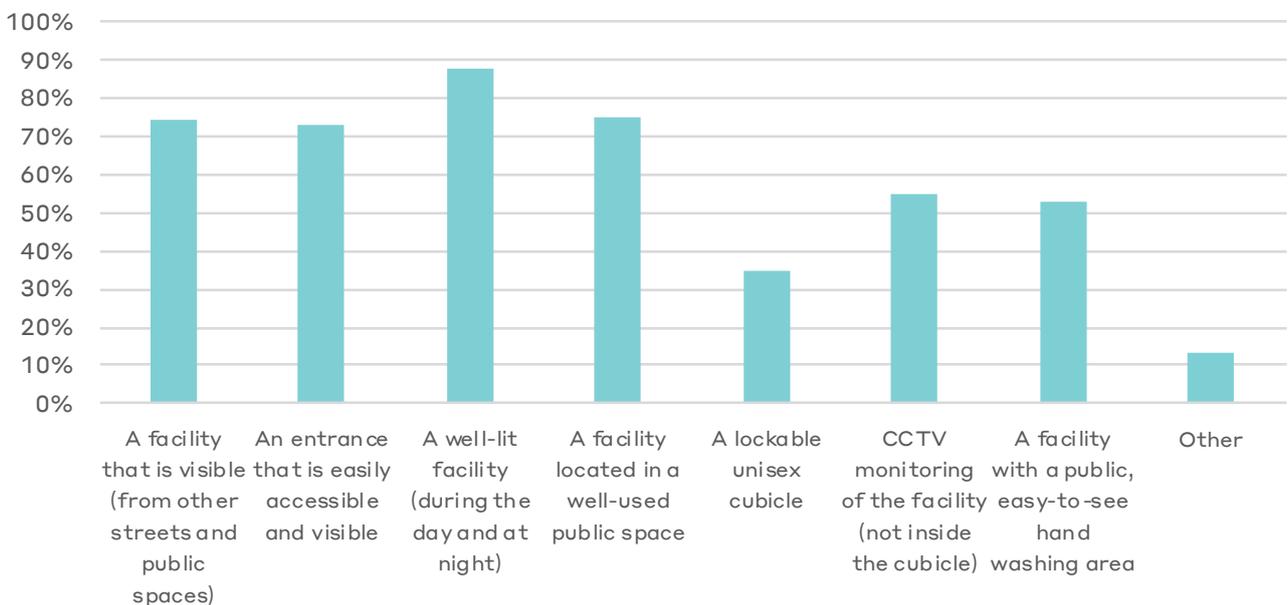
- People actively avoid the Kmart toilets (200 mentions).
- Ninth Street and Woolworths car park toilets (96, 56 mentions).
- Toilets that feel unsafe are located away from car parking areas, or in a secluded location with poor lighting (e.g. Lock 11, Henderson Park, Jaycee Park).
- The location of public toilets in terms of visibility was frequently mentioned as a factor that makes people feel scared or unsafe, preventing them from using a facility.

- Some mentioned they preferred using public toilets in the Plaza (Mildura Central) as the Langtree Mall toilets are “poorly positioned”.
- Some people avoid using public toilets in the riverside parks due to their location.

When asked what would help them feel safe and comfortable using a public toilet (multiple choice), 74.4% of people selected facilities that are visible (from other streets and public spaces), 72.8% said “an entrance that is easily accessible and visible”, 74.9% “a facility located in a well-used public space” and 52.9% “a facility with a public, easy-to-see hand washing area.”

Several comments identified some facilities require more regular maintenance in terms of cleaning, and those toilets cited were often the most used (e.g. Kmart, Ninth Street and the Woolworths car park).

Figure 22. Which of the following would most help you to feel safe and comfortable using a public toilet?

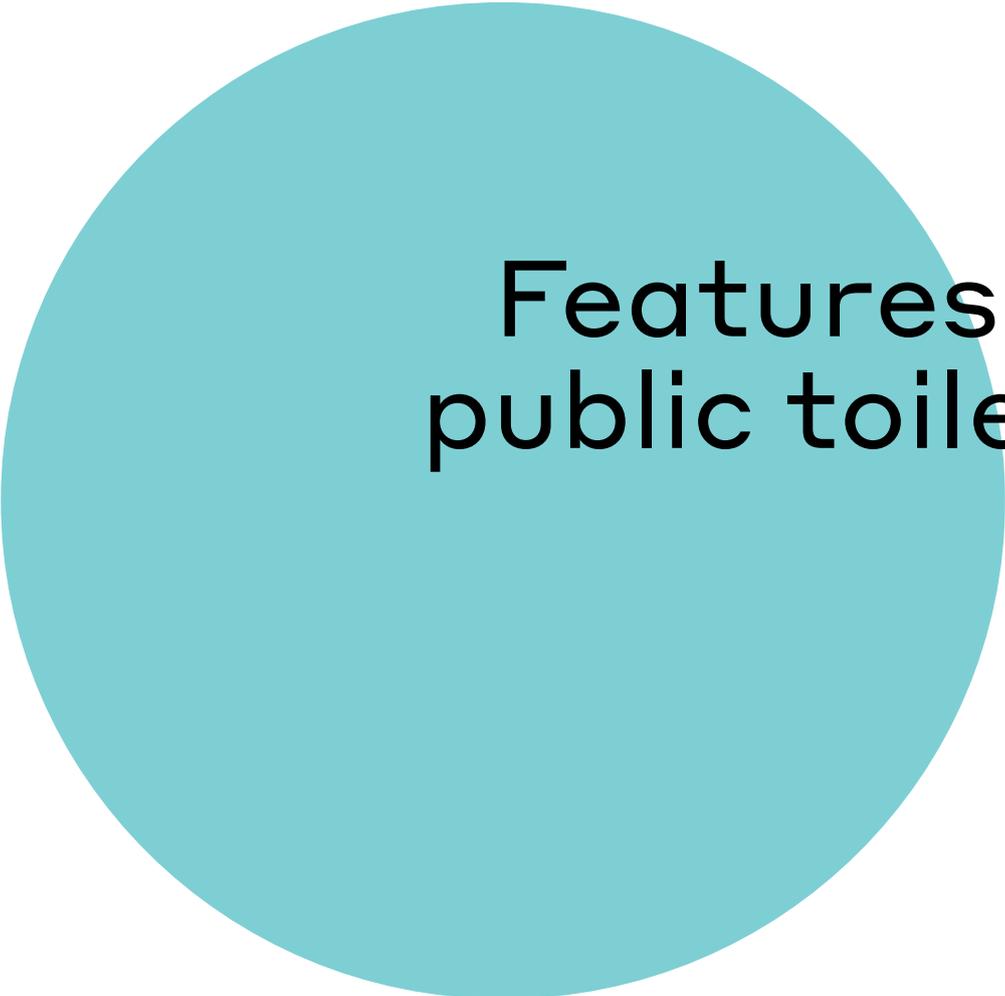


Issues

- There is a lack of facilities in suburban areas outside the Mildura CBD and immediate inner urban area (including in public open spaces).
- There is a lack of public toilet facilities in smaller areas of public open space, while some parks appear to have duplication/multiple facilities.
- Public toilets that are not visible from the road, are poorly lit (i.e. hard to see in a space at night time), or in isolated places (e.g. public toilets in parks, particularly when no sports are being played) consistently make people feel unsafe.
- Poor integration of facilities into the public realm and inconsistent design features across region-wide facilities.
- Some facilities have obscured entrances from the nearby road/ public place, adding to a perception of poor safety.

Opportunities

- Identify key places in the broader Mildura city where public toilets might be located to address existing network gaps.
- Provide additional facilities in regional open space areas or local parks that have high visitor rates, particularly in suburban areas that are currently lacking facilities.
- The siting and location of new or redeveloped public toilets can address perceptions of public safety, including the positioning of entrances and overall visibility of buildings.



**Features of
public toilets**



5.3.1 Introduction

This section presents existing information and community feedback regarding public toilets in the Rural City of Mildura. It presents information based on the following themes:

- Typology (type of public toilet buildings and design of facilities)
- Accessibility
- Safety and security
- Design
- Maintenance
- Cleanliness and health.

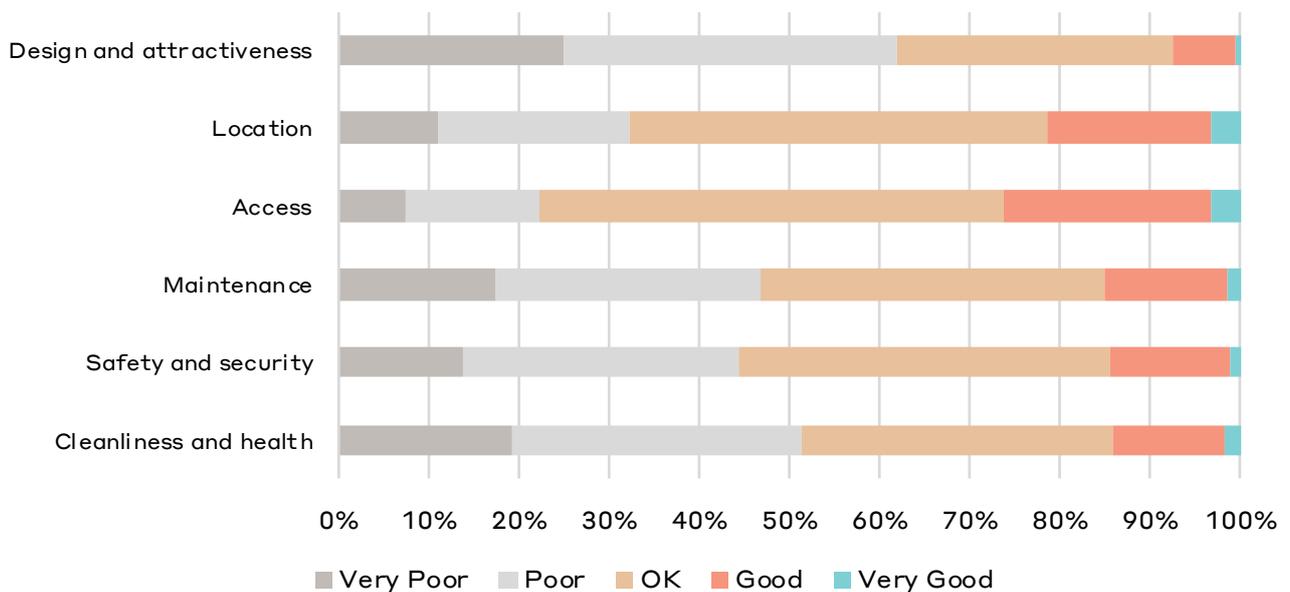
In each sub-section, the findings from the audit and research are presented alongside feedback from the community.

The issues and opportunities identified for each theme will form the basis of the *Mildura Public Toilet Strategy*.

The graph below illustrates responses to the question, “How would you rate public toilets in our region?”

As shown, many aspects of public toilets were considered to be “OK” or “Poor”, with maintenance, safety and security, cleanliness and health, design and attractiveness all strongly represented in lower ratings.

Figure 23. How would you rate public toilets in our region?



5.1 Typology

Council's public toilet buildings are a mixture of typologies and incorporate a range of design features.

Standalone toilets make up the majority of existing facilities. Co-located public toilets are externally accessible and are usually attached to a sporting facility or other Council buildings. This typology is typically only open during business hours or while events are being held.

Some of Council's facilities (approximately 10%) have automated or sensor-activated features, including doors, taps, lights and flushing (urinals only). Most features were audited as being in good condition, however there is a need to understand whether there are any issues associated with automated features regarding their usability and accessibility for different groups.

Due to the range of building ages across Council's public toilet network, a variety of fittings and fixtures have been used, from stainless steel toilets, basins and urinals, to ceramic.

5.1.1 What we know

Many older toilet blocks lack adequate natural lighting and ventilation, and the audit found that they often do not meet the relevant requirements for ventilation/lighting (AS1428).

As part of the audit, Council's public toilet facilities were categorised as either short or long life, defined as:

- Long-life: "Generally brick, concrete or masonry buildings. These buildings have an expected service life of up to 120 years."

- Short-life: "Generally constructed of timber or similar materials and have an expected service life of up to 60 years."

Approximately 61% of existing facilities in the municipality are categorised as short life, however it is noted that:

Toilet blocks are an exception and should be classified as short life buildings regardless of their construction material. This is due to their refurbishment cycles being shorter than usual for masonry or brick buildings.

Although 39% of facilities may be considered long-life, all facilities should be considered short-life in terms of their refurbishment cycle.

Accessibility of toilets is addressed in Section 5.2, including the type of toilets people prefer to use based on separate female/ male facilities and unisex toilets. Public toilet facilities in the municipality are typically designated female and male, with only one facility specifically recorded as having unisex bathrooms. In contrast, most accessible toilets are provided as one unisex separate cubicle/ facility.

Events

Co-located facilities associated with sporting organisations are often leased and therefore the maintenance of these facilities is organised through the leasee.

Peak usage of co-located facilities, or facilities generally located near areas where events are held, is centred around training schedules and events and is generally only used by attendees. There is a need to ensure a consistent level of service is provided across these facilities through careful management.

Portable toilets may be rented by Council for seasonal events to accommodate increased patronage, as the existing public toilet network should not be expected to accommodate these temporary spikes in demand. Council should ensure that when using portable toilets for such events, that inclusive facilities are provided for all user groups, including but not limited to: persons with disability, families with children and the elderly.

Restricted opening hours and seasonal events influence the frequency and intensity of usage beyond what the facility is able to cope with, leading to maintenance issues.

5.1.2 What we heard

The survey did not contain a specific question regarding people's preference for standalone or co-located facilities. There was a strong preference for public toilets to be located in shopping streets, public parks and cafés or shopping centres, indicating that places people like to visit is likely to determine the toilet typology.

The building typology was not a key feature of responses about what makes a good public toilet, where people favoured location, cleanliness, safety concerns and aesthetic design considerations over the type of building itself.

As outlined in Section 4.3 (Location), the integration of public toilets (whether standalone or co-located facilities) is a key factor for people's feelings of safety and willingness to use a public toilet. This is a fundamental consideration that will also impact the typology of buildings in the future, where design features may be amended to alter the buildings types.

Some considerations to influence future typology selection:

- Change location of fittings and fixtures such as sinks to be in open areas.
- Standardise the selection of the fittings and fixtures across facilities to improve cleanliness and maintenance.
- Separate cubicles with individual doors visible from a street or public area rather than rooms with sinks inside.
- Introduce standard design approaches to externally accessible toilets regardless of whether they are standalone or co-located with sports pavilions, etc.

Issues

- Isolation of some standalone facilities causing perceived lack of safety.
- Proximity of facilities to other uses causing conflict (some people felt unsafe using toilets where there were people perceived to be loitering nearby).
- Isolation encouraging antisocial behaviour (some people reported finding discarded syringes in toilets or avoiding certain toilets due to poor social reputation).
- Co-located public toilets accessed during events without the support of temporary portable toilets may not be capable of handling the increased demand.
- Peak usage of public toilets during larger events such as the Mildura Show and Country Music Festival has caused blockages and other maintenance issues.

Opportunities

- Develop a hierarchy of preferred typologies that standardises fixtures and fittings.
- Develop a suite of best practice design and siting principles to improve the integration of toilets into the public realm and reduce anti-social behaviour.
- Promote opportunities for local expression and design through public art programs.

5.2 Accessibility

Accessibility and siting refers to:

- Internal and external building elements that enable ease of access for different user groups.
- Internal and external configuration of the facilities.
- Opening hours and location of a facility.

Disabled Access

The Disability Discrimination Act (DDA) sets out the legislative framework for providing universal access under AS1428. AS1428 is a suite of building codes that specifies the design requirements for new building work, as required by the *Building Code of Australia* (BCA) and the *Disability (Access to Premises – Buildings) Standards (Premises Standards)*, to provide access for people with disabilities. Particular attention is given to:

- Continuous accessible paths of travel and circulation spaces for people who use wheelchairs.
- Access and facilities for people with ambulatory disabilities; and
- Access for people with sensory disabilities.

AS1248 sets out the design of circulation spaces, at grade access, design fixtures and fittings (including height and spacing), floor surfaces and lighting. Accommodating all these requirements can be challenging when seeking to retrofit older buildings, particularly if a facility is spatially constrained. Many older facilities constructed from the 1970s to 1990s are usually not DDA compliant and are expensive to retrofit.

Ambulant facilities are designed for use by somebody with a disability that impairs, but does not prevent, walking. They do not require the extra space required for an accessible toilet (wheelchairs).

Accessible facilities are designed with wheelchair use in mind, requiring features such as space for turning circles, lower mirrors and lower wash basins.

Unisex Access

Unisex toilets can be an efficient way to improve accessibility of the network, where in higher use areas and during events facilities are available to everyone. This can also avoid underutilisation of toilets when one gender is recorded as having a much higher usage rate - as illustrated in section 4.3 (Figure 11) for some of Mildura City's most used public toilets.

Users within the GLBTIQ community, people with specific cultural or social preferences and practices, or single parents with children of the opposite gender, need to be considered in public toilet design, as they may require unisex facilities that typically may not be available in older or co-located facilities.

Opening Hours

Access may be limited by time constraints, such as facilities which are only open during daylight hours, or when an event is being held. The Public Toilet Strategy will provide an opportunity to reconsider existing opening hours, if this is a key barrier to access in some areas.

5.2.1 What we know

Approximately 41% of Council's public toilet assets contain infrastructure for people with a disability (PWD), while 16% have ambulant facilities. Most facilities that are PWD-capable also contain fixtures/fittings that assist ambulant users. As part of the audit, it was noted that around one third of toilets with PWD capability would not meet current standards for accessibility.

Overall, more than half (57.5%) of all facilities do not have a PWD toilet or an ambulant facility.

Information about the location of unisex facilities is not readily available online, and is only explicitly mentioned in two facilities throughout the condition reports. Some PWD facilities and ambulant facilities will generally also be unisex, so it is expected that the number of unisex facilities will be similarly low.

According to the audit, in the municipality some standalone public toilets are open during daylight hours (11.3%), while many have 24-hour access (approximately 34%) (this data was not recorded for 54% of facilities). Some facilities have variable opening hours, opening during the day and staying open longer for special events.

Most public toilets recorded as open 24-hours are located within public open spaces and reserves.

Facilities open during daylight or variable hours are generally located in or near the main commercial centre of Mildura, where there is a denser concentration of facilities, and alternative 24-hour facilities available within reasonable proximity.

96% of public toilets in the municipality are constructed at-grade (i.e. ground level), and only three existing facilities have ramps and stairs.

At-grade level facilities may facilitate access to a broader range of user groups, however the condition of footpaths around buildings and quality of transition into facilities is a crucial part of this accessibility. For paving, the audit found:

- 33.3% of paving around public toilet facilities is in excellent or good condition
- 43.9% is in average condition
- 22.7% is in poor or very poor condition.

5.2.2 What we heard

Approximately 8% of people surveyed identified as having limited mobility or a disability, while 7% of people in the municipality were recorded in the Census as requiring assistance with daily tasks (not exclusive to mobility). In addition, 8.8% of people identified as the carer of an adult who needs assistance.

When asked about important features that contribute to accessibility, the following considerations were ranked by most people as important or very important:

- Large circulation spaces
- Non-slip surfaces
- Easy-to-use-taps
- Wheelchair access
- Assistance rails.

Adult changing spaces were ranked as neither important or unimportant by 234 people, as were automated toilets.

Participants were also asked to describe what made a public toilet great: accessibility (11% responses), on par with the availability of amenities such as soap and toilet paper (11.9% and 9.5% respectively).

Only 9% of people responding to the survey identified public toilets that could not be used due to accessibility. However, the main reasons for not being able to use a facility due to access were as follows:

- Lack of space to fit a pram (31%)
- Lack of space to fit a wheelchair or other mobility items (18%).

Suggestions were made to add or improve:

- The number and quality of baby change amenities
- Footpaths to public toilets
- The size of cubicles.

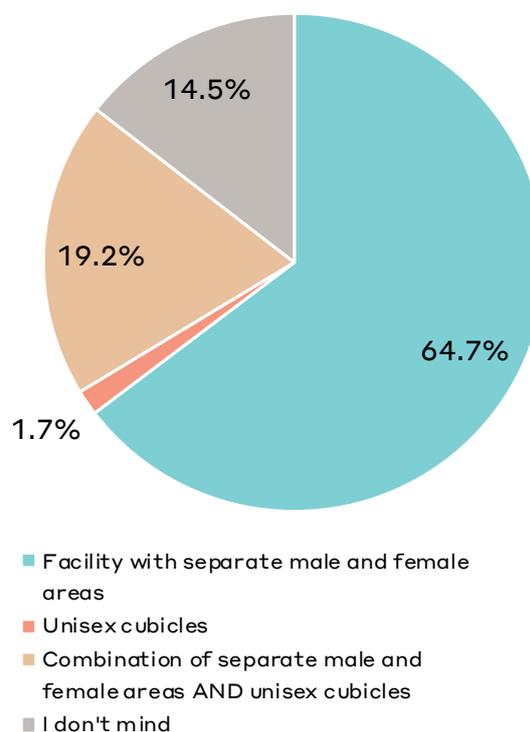
When asked whether the availability of unisex facilities was a factor influencing people's decision to visit a place, other factors ranked significantly higher - such as cleanliness, general availability of public toilets, and separate female/ male areas in public toilets. Above all, people surveyed reported feeling safer using well-located public toilets.

More than half the people surveyed indicated a preference for facilities with separate female and male areas. Fewer than 2% of people preferred to specifically use unisex cubicles.

In terms of opening hours, feedback was received that more facilities should be open 24-hours generally. Specific locations repeatedly identified were:

- Kmart
- Langtree Mall
- Fifteenth Street
- Nowingi
- Merbein South.

Figure 24. Which type of public toilet facility would you prefer to use?



When asked if people couldn't use toilets due to accessibility issues, some said they couldn't use most public toilets due to a lack of space to fit a pram, and others highlighted there wasn't room for wheelchair/ mobility accessibility.

Some also mentioned there are no baby change amenities at many Mildura public toilets.

Suggestions for improvement were to upgrade footpaths to public toilets, provide baby change tables and larger cubicles.

Figure 25. How important is it for a public toilet have these features in order to be accessible? (Weighted average, where "5" is equivalent to "most important")

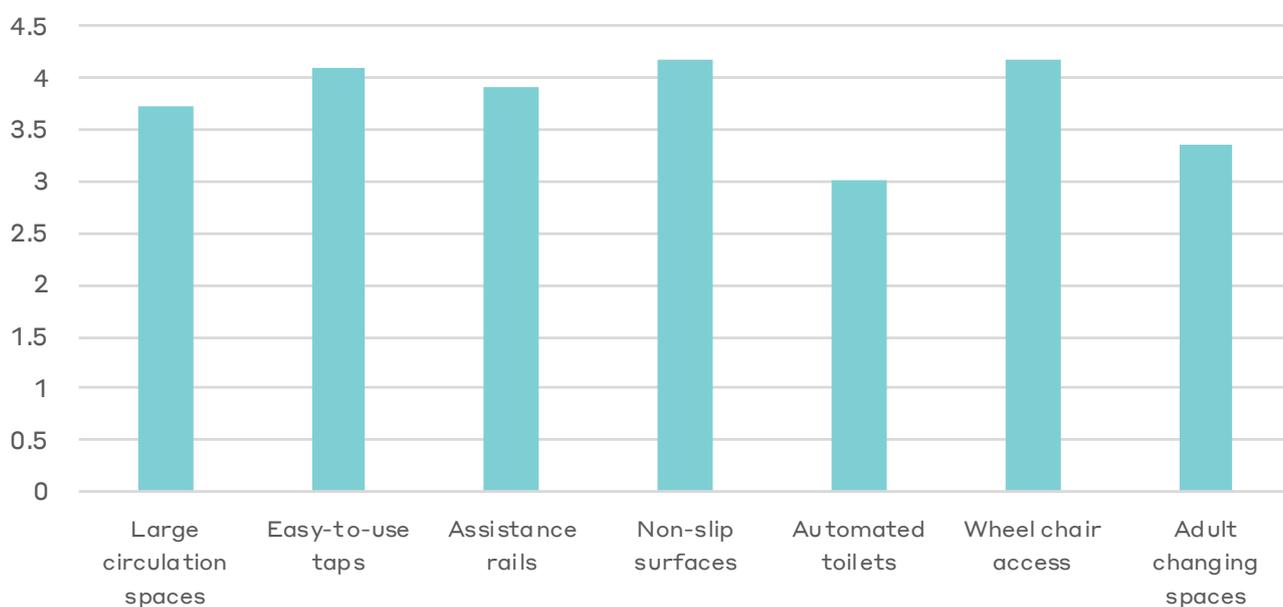


Figure 26. Are there any public toilets in Mildura you think should be open for longer?

Toilet	Area	Number of times mentioned
Kmart (Eighth Street)	Mildura	19
Ninth Street (Langtree Mall or City Heart)	Mildura	12
Nowingi Place (Ornamental Lakes Park)	Mildura	3
Merbein South	Merbein South	3
Fifteenth Street (Irymple Bus Shelter)	Irymple	3
None/ don't know/ unsure		99

Issues

- Due to the profile of people surveyed, most survey data represents people who do not have an experience of using facilities with different physical or socio-cultural needs or preferences.
- Many public toilets do not include PWD or ambulant facilities and may be inaccessible for these user groups.
- Difficult to retrofit older facilities to comply with AS1428.
- Facilities surrounded by paving in poor condition may be inaccessible to some user groups.
- Negative perception and/ or lack of preference for unisex facilities to the majority of users.
- Negative perceptions associated with facilities not open 24-hours.
- Automated facilities may be difficult to operate for some user groups.

Opportunities

- Improve the level of accessibility of public toilets by retrofitting fixtures as required.
- Improve DDA compliance across the toilet network.
- Consider converting more facilities to be open 24-hours in key locations and in some rural or more remote areas where the choice of public toilets is more restricted.
- Consider the benefits of unisex toilets to enhance the efficiency of the network by reducing the number of individual cubicles.

5.3 Safety and security

The safety and security of users should be the main priority when considering the location, design and maintenance of public toilet infrastructure. Often, the perception of safety can be just as influential on people's level of comfort in public areas as actual levels of safety.

Location and design

The location and design integration of a facility is an important influence on perceptions of safety. Clear sight lines that allow for passive surveillance are central to Crime Prevention Through Environmental Design (CPTED) principles. Facilities should not be tucked away behind other buildings or placed in areas that are significantly obscured by vegetation.

The careful siting of buildings is critical, as a facility that is too exposed can equally lead to feelings of vulnerability and exposure.

Anti-Social Behaviour

Antisocial behaviour such as graffiti, vandalism and loitering is commonly associated with public toilet facilities, particularly after dark. Improved passive surveillance through strategic location and design, and inclusion of features such as external lighting, will all improve the overall actual and perceived safety of facilities.

More direct methods of surveillance such as security cameras or increased maintenance may be warranted for more isolated areas or facilities otherwise known as 'hot spots'. Automatic locking doors and sensors can be retrofitted to older facilities.

Crime Prevention Through Environmental Design (CPTED)

CPTED principles should be used for any refurbishment, upgrade or installation of new facilities. They provide guidance about the materials and fixtures robust enough to resist vandalism and discourage anti-social behaviour. These principles should be considered in conjunction with other aspects, such as accessibility, so as not to be of detriment to any particular user group(s).

Consideration should be given to factors such as surrounding trees, internal and external doors, windows and lighting.

The presence or absence of security systems and/or CCTV and operational locking mechanisms actively deter anti-social behaviour.

5.3.1 What we know

Approximately 16% of public toilets in the municipality are screened by overhanging vegetation, decreasing the ability for passive surveillance and contributing to perception of safety at these locations.

Lighting (both internal and external) is a key factor influencing perceptions of safety. In the municipality, five facilities have skylights, while 29% have external windows, indicating that only a small number of facilities have natural lighting. Most rely on internal and external light fittings, some of which have sensors.

31% of facilities were recorded as having inadequate or no internal lighting fittings, which may contribute to feeling unsafe in 24-hour facilities. (16.7% do not have external windows or internal lighting).

Approximately 34.6% of public toilets do not have external lighting, however many of these are co-located facilities with halls and sports pavilions. Some toilets without external lighting are located in parks and open spaces.

The audit also found that perimeter lighting is not present or not operating at the correct times at 59% of facilities.

Given the small number of facilities that only operate during daylight hours or during variable hours (such as events), it is expected that a large number of facilities open 24-hours do not provide appropriate levels of external or perimeter lighting. A facility that is not well-lit may create a perception of an unsafe area, which may repel users and attract crime and other antisocial behaviour.

Six facilities are equipped with CCTV security systems, and an additional facility will soon have this installed (within a riverside park).

Approximately 35% of all facilities require an upgrade to Council's BiLock system, which is currently in use at 30% of facilities. There are known issues with the BiLock key system at the Merbein public toilets.

5.3.2 What we heard

Overall, public toilets in the municipality rated as "poor" or "OK" against considerations of cleanliness and health, safety and security, maintenance, access, location, design and attractiveness.

Safety was rated highly alongside accessibility and availability of basic provisions such as soap when people were asked what makes a public toilet great.

People surveyed were asked what makes a public toilet facility feel safe. The most frequent responses were made by approximately 75% of people:

- Well-lit during day and night
- Located in a well-used public space
- Visible from the street and public spaces
- Easily accessible with a publicly visible entrance.

Approximately half of the people surveyed also thought the following were important:

- CCTV monitoring
- Public and easy-to-see hand washing area.

Public toilets in the municipality which are perceived to be particularly unsafe are:

- Kmart: Isolation, cleanliness, poor lighting, broken locks, smell and presence of needles
- Lock 11: Presence of insects, isolation, poor lighting and lack of passive and active surveillance
- Woolworths car park: Cleanliness, smell, poor lighting and presence of needles
- Quandong Park: Poor lighting, isolated location and broken locks.

Although Kmart received the most comments, the Lock 11 toilets were specifically identified as being unsafe due to their secluded location, poor lighting and a bad reputation. Many commented that they are the most unsafe public toilets in the municipality.

The Ninth Street public toilets were commonly perceived to be safe, due to their good visibility, location and cleanliness. Other public toilets which participants highlighted as safe(r) were:

- Nowingi Place (Ornamental Lakes Park, Mildura)
- Rowing Club (Hugh King Drive, Mildura)
- Mildura Central (Not in audit).

The most common words used to describe facilities that felt particularly safe or unsafe were:

- Locks
- Lights/lighting
- Area and location
- Clean.

Best practice examples where participants recall a particularly safe user experience within and outside the region commonly included:

- Sea Lake for its natural lighting
- Renmark for its safety, natural lighting and visibility
- Nowingi Place, Mildura Centro and Ouyen for their good lighting.

Issues

- Some facilities are poorly sited and not visible from the street, leading to a lack of passive surveillance.
- Facilities open 24 hours without lighting (internal, external / perimeter) and isolated facilities may attract undesirable and anti-social behaviour.
- Presence of graffiti and vandalism can deter users.
- A perceived lack of maintenance, poor hygiene and a variety of other factors contribute to users negative perception of safety.
- Significant number of complaints about specific public toilets that feel unsafe due to a variety of reasons.

Opportunities

- Review identified hot spots and problem locations and refurbish facilities (as required) to improve perceptions of safety.
- Reduce antisocial behaviour through site responsive interventions.

5.4 Design

Function and Purpose

A public toilet can be designed to promote perceptions of, and actual, safety and security through CPTED principles. They may also be designed to be inclusive and accessible to a wide range of user groups, such as persons with a disability or certain socio-cultural preferences. The design and fit-out of a public toilet facility can also improve hygiene (taps and wash basins) and control opening hours (automatically locking doors) which may assist in reducing the need for frequent maintenance.

Many design elements may be considered non-essential, in that they provide an independent yet complementary function to the primary use. This may include adult change rooms at facilities associated with sporting activities, cycling end-of-trip facilities, and baby change facilities in more locations.

Design features such as partitions may be essential depending on the typology; standalone facilities and separate rooms do not require internal partitions, while multiple toilets within the same facility do.

This section focuses on the design elements that can improve the user experience by including functional elements, and may also improve safety, accessibility and hygiene.

Wayfinding

The concept of wayfinding assists users in locating facilities. Wayfinding can be improved by the provision of signage and maps as part of the overall design, and online communication tools (such as a centralised smartphone app).

5.4.1 What we know

This includes bike racks, fencing, sheds and outbuildings, park benches and gardens are not standard features of the existing public toilet network.

One public toilet has no tap or hand washing fixtures - at a visitor stop on Etiwanda Avenue (Mildura) (no reticulated water on site).

Other key features are missing from a portion of public toilets:

- Power is not connected to approximately 14% of facilities
- More than 25% of facilities do not have signage
- Six facilities have no signage and are not connected to power.

Figure 27. What makes a great public toilet? (Number of times words/ phrases were used in the survey)

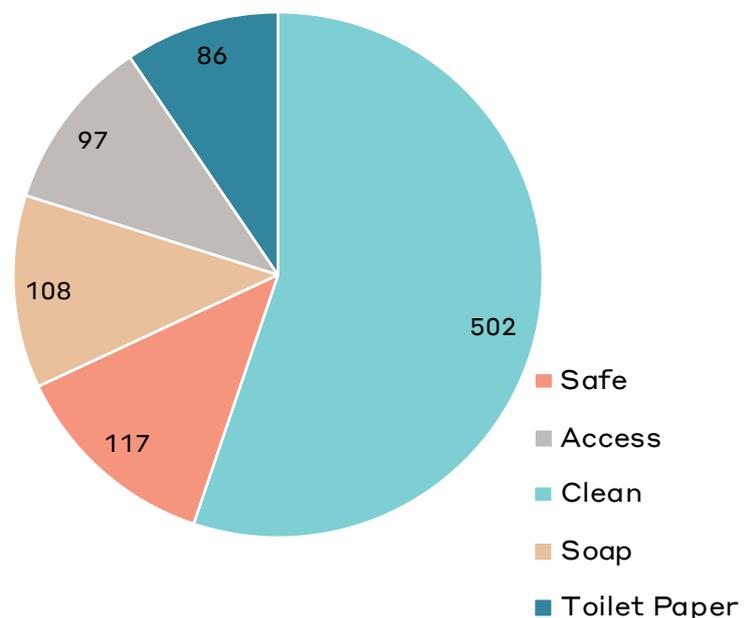
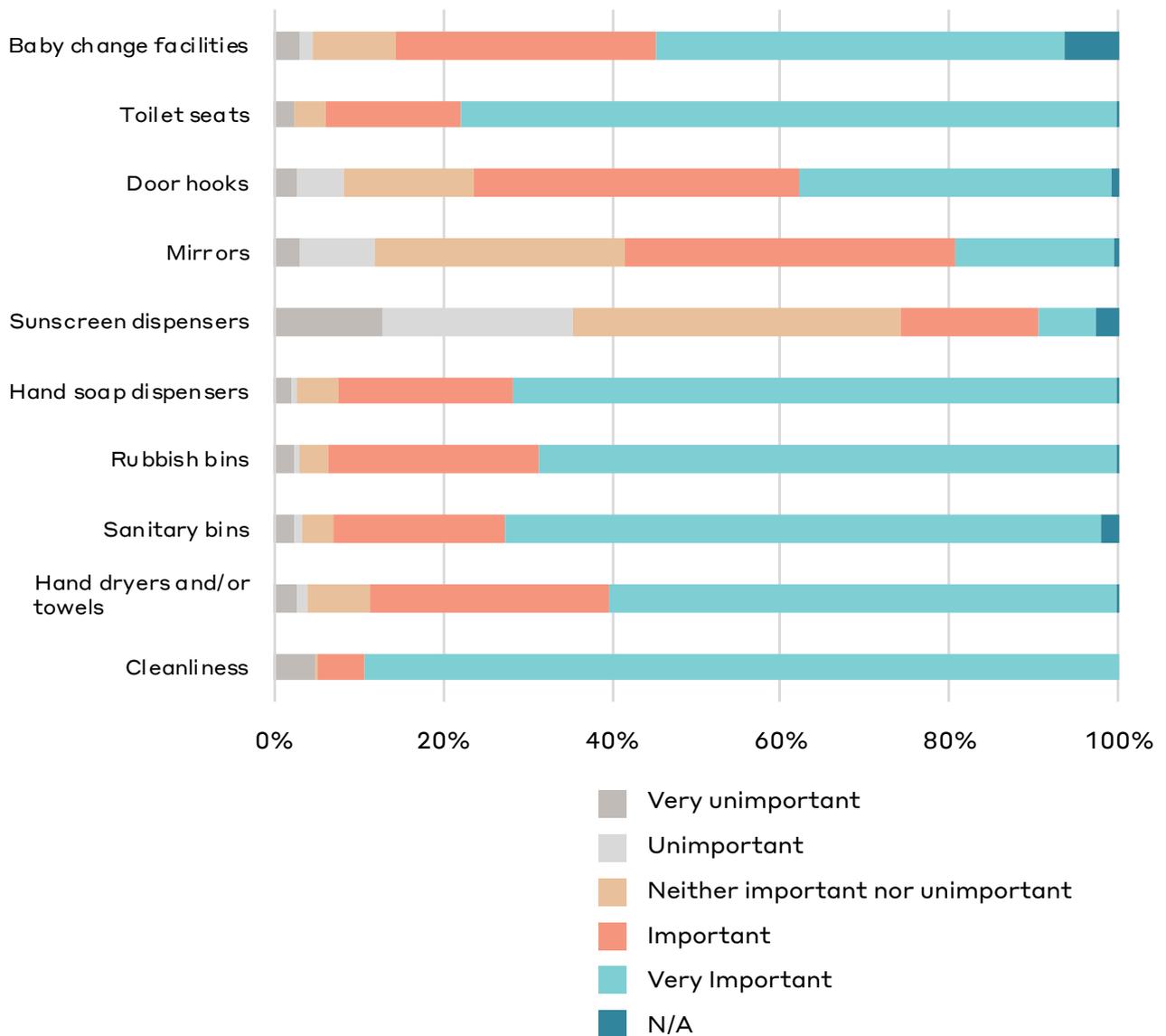


Figure 28. How important are the following public toilet features and fittings?



5.4.2 What we heard

The “Design and attractiveness” of existing public toilets in the Rural City of Mildura was rated poorly by people surveyed. However, this quality was highly valued when people were asked about what makes a great public toilet.

There was strong demand for baby change facilities to be included in more public toilets, with some people also seeing adult change facilities as important.

Participants rated most public toilet features and fittings as important or very important, with the most important being:

- Toilet seats
- Hand soap dispensers
- Sanitary bins
- Rubbish bins
- Hand dryers and/or towels
- Baby change facilities
- Door hooks.

Mirrors and sunscreen dispensers were generally not considered important.

Design elements that improved the aesthetics of a public toilet facility were considered the most important where they could be simple and functional, such as natural ventilation and natural lighting.

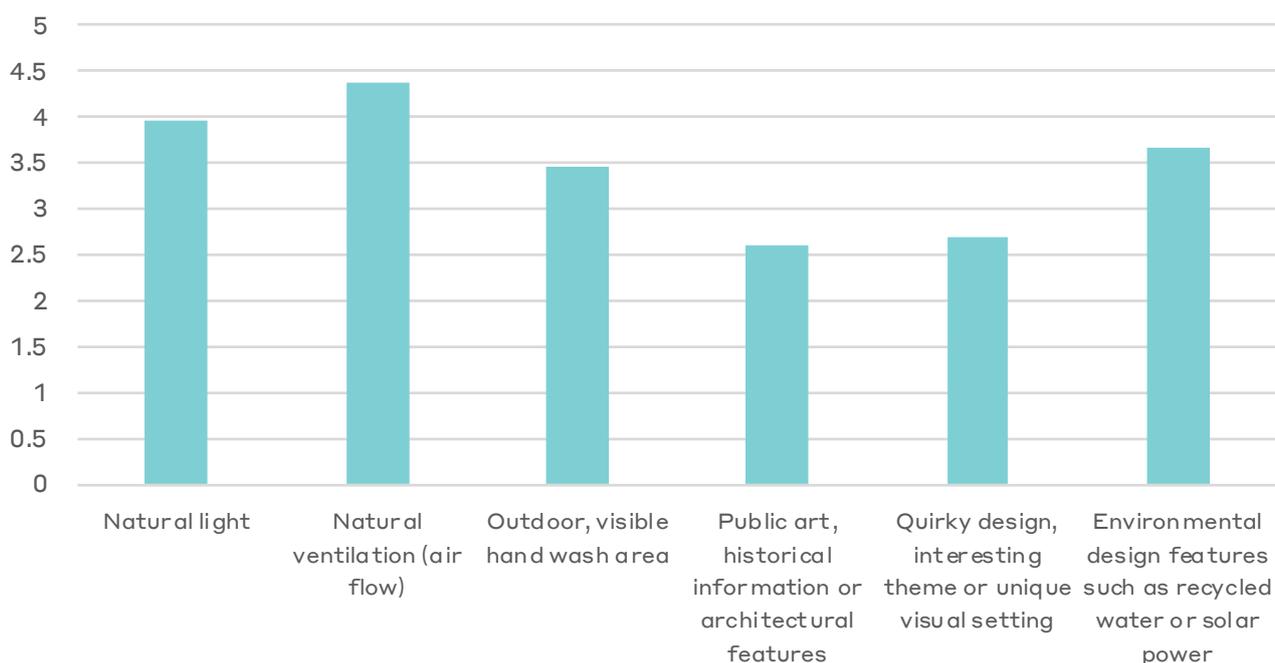
Environmental design features such as recycled water or solar power were also considered important. Features, such as public art, historical information, architectural features and themed or unique design elements were not often selected as features people consider essential to good public toilets.

When asked what makes a great public toilet, people surveyed highlighted the following features:

- Modern
- Well-ventilated and well-lit
- Aesthetic design.

Several comments also identified that there is a lack of wayfinding signage to public toilet facilities from main streets and public places.

Figure 29. How important are these design and/or aesthetic features for a public toilet? (Weighted average, where “5” is equivalent to “most important”)



Issues

- Many existing facilities are not designed to support the needs of special user groups (see also, Section 5.2).
- There is often poor integration of facilities into the public realm (see Section 4.3).
- The design features across all facilities are inconsistent, increasing the maintenance burden on MRCC.
- A small number of facilities lack very basic design features (taps), while a larger number also lack signage.
- There is poor/ inconsistent wayfinding at some locations.

Opportunities

- Develop a suite of best practice design and siting principles to improve the integration of toilets into the public realm and reduce anti-social behaviour.
- Refurbish/replace under-performing toilets in key locations.
- Investigate fixtures and fittings that will improve the environmental performance of toilets such as sensor lighting and water-saving devices.
- Promote opportunities for local expression and design through public art programs.

5.5 Maintenance

Many maintenance issues stem from design and siting factors and their influence on the level of usage. Therefore, not all public toilets require the same level of maintenance and opportunities exist to improve maintenance efficiency by prioritising high-use locations.

Structures

As highlighted in Section 5.1, structural elements of a public toilet will deteriorate over time. This may be exacerbated by the type of construction materials and frequency of maintenance.

Facilities that appear old and poorly maintained may be perceived as less hygienic or safe than their newer counterparts. When coupled with poor location and design elements, these facilities may see an increase in anti-social behaviour and create the need for more maintenance.

Depending on the local context, it may be beneficial for Council to renew and retrofit older assets to pro-actively address these issues.

5.5.1 What we know

The audit found:

- Structural elements such as walls and roofs were generally rated as being in “average or better” condition.
- Several facilities were recorded as being in excellent condition overall.
- Signs of cracking and weathering present in 15% of facilities.

Other building elements reviewed included sanitary fittings and fixtures, paint condition, cladding, and surface finishes.

Key building elements inspected as part of the audit rated as follows:

- Sanitary fittings and fixtures (toilets, basins, urinals): 31.6% in excellent or good condition, 46.1% average, 22.4% poor/ very poor.
- Taps and outlets: 48.7% were in excellent or good condition, 32.1% average, 19.2% poor/ very poor.
- Internal doors: 23.1% were in excellent or good condition, 56.9% average, 20% poor/ very poor.
- Ambulant and PWD amenities: Approx. one third would not meet current standards or are in poor condition.

5.5.2 What we heard

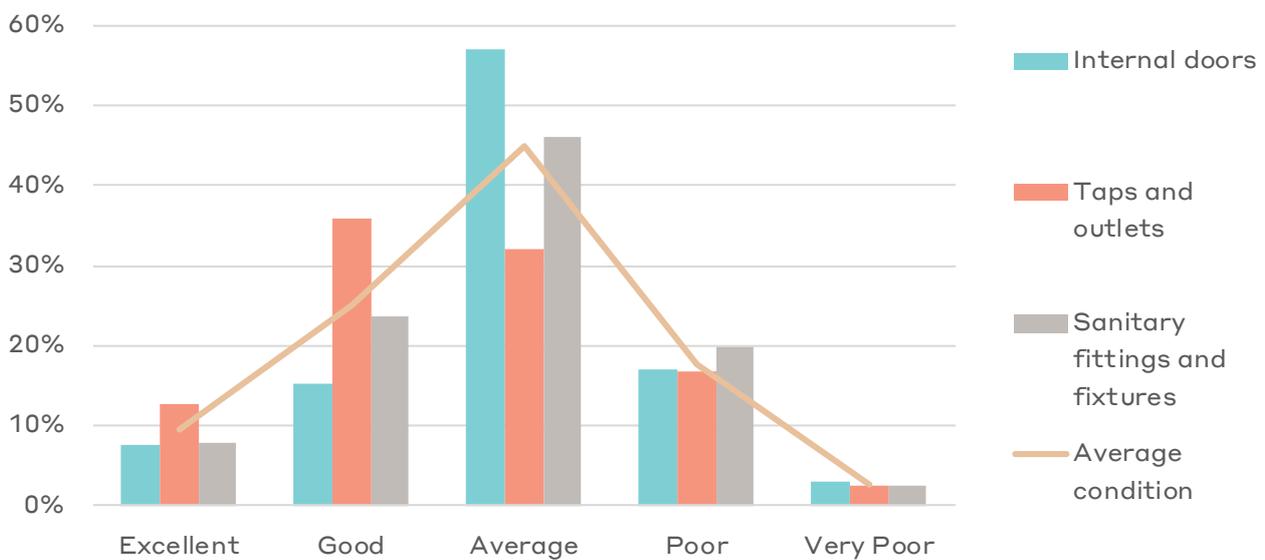
The physical condition of public toilet facilities was discussed in two ways by people surveyed:

- The condition of physical building elements (e.g. doors, lights, toilets, basins, etc.)
- The cleanliness of the facility.

Most people surveyed rated maintenance of Council’s public toilets as “poor” or “OK”. Cleanliness was the most important factor when people were asked about a range of features - 89.4% people rated it as very important.

Cleanliness and maintenance were identified as the most influential factors people consider when deciding whether or not to visit a place, and this was rated higher than whether that place even had a public toilet facility.

Figure 30. Average audit rating for key fittings/ fixtures



Mildura Central public toilets (not a MRCC asset) were considered to have good design and be safe *because* they are well maintained. Sea Lake, Renmark and Nowingi Place (Ornamental Lakes Park, Mildura) public toilets were also identified as good examples because of their modern design.

Others were identified as being old and run down, and were rated poorly as a result.

Regarding the maintenance and use of public toilets during events, some comments were received that:

- Due to poor maintenance, residents don't want to take their visitors to public toilets in the municipality and are embarrassed by the condition of some facilities in high-use areas.
- Events like the Country Music Festival and the Mildura Show, activities in the Nowingi Sound Bowl and Ouyen Park require greater facilities and people had poor experiences during big events with public toilet provision/ general facility design, and maintenance.

Figure 31. Are there any places in our region you avoid due to a public toilet's condition or lack of features?

Toilet	Area	Number of times mentioned
Kmart	Mildura	200
Ninth Street (Langtree Mall)	Mildura	93
Woolworths car park	Mildura	56
Barclay Square, Red Cliffs	Red Cliffs	44
Jaycee Park	Mildura	27
Lock 11	Mildura	23
None		23
Quandong Park	Red Cliffs	10
Apex Park	Mildura	10
All Toilets		10
Underbool Wayside Park	Underbool	8
Ornamental Lake (Water park)	Mildura	7
Henderson Park	Mildura	7
Blackburn Park, Ouyen	Ouyen	6
Fifteenth Street, Irymple	Irymple	6
Old Aerodrome Ovals	Mildura	5
Mildura Central	Mildura	5
Merbein South	Merbein	3
SC Mills Park	Mildura	2
No. 1 Aero Oval	Mildura	1

- Mentions about 'active avoidance'
- People who would avoid all or no toilets
- Avoid due to poor amenity/ maintenance
- Some amenity/ maintenance issues

Figure 32. Are there any public toilets in our region that need improving? How/why do you think they need improving?

Toilet	Area	Number of times mentioned
Kmart (Eighth Street)	Mildura	142
Red Cliffs (Various)	Red Cliff	35
Ninth Street (Langree Mall or City Heart)	Mildura	30
Woolworths car park (Lime Avenue)	Mildura	28
Jaycee Park (Hugh King Drive)	Mildura	19
Deakin Avenue (Various)	Mildura	18
Lock 11 (Rio Vista Park)	Mildura	16
Ouyen (Near oval)	Ouyen	10
Coles (Not in audit)	Mildura	10
Nowingi Place (Ornamental Lakes Park)	Mildura	8
Merbein (Various)	Merbein	5
Murrayville (Public Hall)	Murrayville	4
Irymple (Various)	Irymple	3
S.C. Mills Park (Walnut Avenue)	Mildura	2
Nichols Point Reserve	Irymple	1
All/ most		148

Issues

- Maintenance in terms of cleaning seen to be a key issue, and the public perception about cleanliness is poor.
- Several public toilets within national parks, along State-controlled roads and along the riverside parks are not managed or maintained by the municipality but have high visitation from visitors.
- There are varying standards of provision between Council-managed facilities and those which are leased from sporting clubs.
- Seasonal demand fluctuations and regular events put cleaning and maintenance pressure on existing toilet infrastructure (e.g. Mildura Show, Country Music Festival, other events in the Nowingi Sound Bowl and Ouyen Park).

Opportunities

- Review and prioritise the cleaning of high use facilities.
- Develop a framework to streamline decision-making processes and management responsibilities.
- Explore opportunities to improve provision and management of public toilets in early planning processes.
- Develop a capital works program to secure future funding and investment for public toilet improvements.
- Investigate alternative funding opportunities through the private toilet network.
- Partner with other organisations such as State government authorities and/or private enterprise to expand the network of toilets.
- Refurbish/replace under performing toilets in key locations.

5.6 Cleanliness and health

The level of hygiene or cleanliness of a facility can be influenced by a range of interrelated factors. For instance, the structural elements and design features of a facility may make it easier or more difficult to clean. Facilities in isolated locations or otherwise difficult to access are likely to be both used and cleaned less frequently. It may be more common for older structures or those which are poorly maintained to appear less hygienic than modern facilities.

A facility may have particularly poor hygiene at a point in time as a result of any of these factors, or simply due to circumstantial events between cleaning schedules.

5.6.1 What we know

The hygiene of a facility can be determined by the availability of certain fixtures and factors such as:

- Soap dispensers;
- Hand dryers;
- Needle disposal units;
- The quality of the existing ventilation system; and
- The general cleanliness of a facility at a point in time.

At least 26% of facilities have natural ventilation, while 52% have ventilation systems of average quality or better. Only three facilities were rated as having had poor or very poor ventilation.

Sanitary fittings and fixtures were present in almost all facilities but were inadequate in a quarter of these.

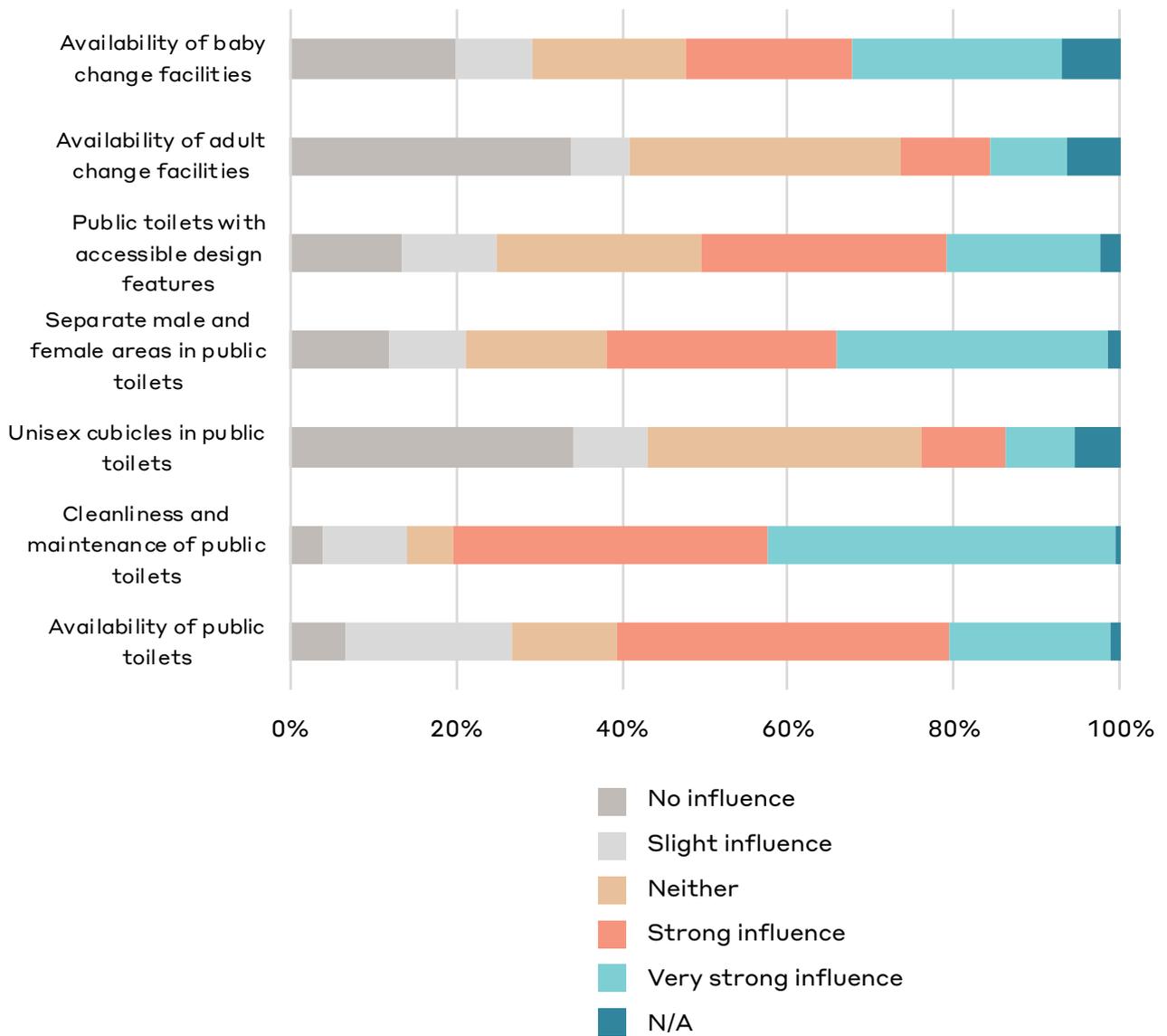
Hot water facilities were present in thirteen facilities, all rated average or better, with a small number of facilities incorporating sustainable methods such as solar water heating.

Sewer infrastructure was present in 91% of facilities (long drops are excluded), of these, approximately 92% had a rating of average or greater. The remaining 8% had inadequate sewerage infrastructure and require improvements. Notably the Mildura Recreation Reserve Oval public toilets' sewerage infrastructure repeatedly experiences blockages during the Mildura Show and does not reach the sewerage main on Twelfth Street, which is also a maintenance issue during times of peak demand on the network.

The majority public toilets do not provide a range of hygienic facilities. 73% do not contain needle disposal, 81% no soap dispensers, 68% no hand drying, 80% no baby change tables and 53% no sanitary disposal facilities. Nearly a quarter of all public toilet facilities did not provide any of these hygienic features, while only two facilities provided all of them.

Despite this, approximately 66% of facilities were considered to be clean at the time of inspection. Overall, it seems common for basic hygienic features to be present at most facilities, but very uncommon for additional (possibly considered non-essential) features to be present.

Figure 33. How much do the following factors influence your decision to visit a place? (e.g. to do the shopping, go out for the day etc.)



5.6.3 What we heard

On average, Mildura's public toilet infrastructure was rated poorly for cleanliness and health by participants in the online survey.

The most frequently used word to describe a great public toilet was 'clean' (and its variations). Soap and toilet paper were also mentioned very often, highlighting hygiene as the most important factor in delivering a great public toilet facility.

Cleanliness and maintenance of public toilets was the most influential factor when participants were deciding whether or not to visit a place, more so than the actual presence or absence of public toilet facilities. General cleanliness was more important than the presence of any features, and features that promoted better hygiene (such as hand soap dispensers and rubbish bins) were the most important.

Participants reported feeling unsafe using facilities that were unclean, amidst a variety of other reasons. The Ninth Street, Rowing Club and Mildura Central public toilets felt safer to participants due, in part, to their cleanliness. The word 'clean' (and its variations) was again one of the most common words used by participants when describing facilities that felt safe or unsafe.

The most common issue that caused participants to identify public toilets that were in need of improvement was cleanliness and health, followed by safety, security and maintenance.

When asked to give examples of public toilets within and outside the region that were particularly safe or well designed, popular responses often included consideration of the facilities cleanliness or fact that it was cleaned regularly.

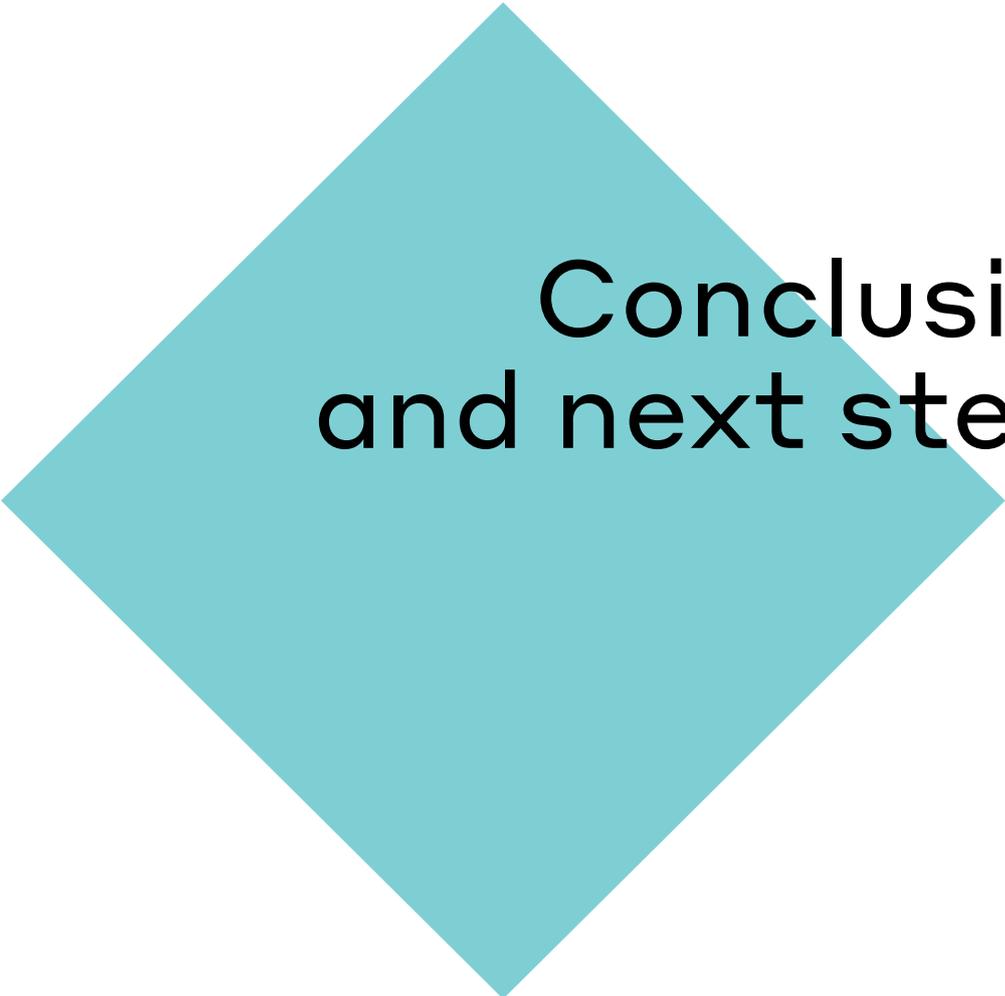
It is common for participants to emphasise cleanliness more than or before other features, indicating that it is one of, if not the most important factors influencing the perception of whether Council is providing good quality public toilets.

Issues

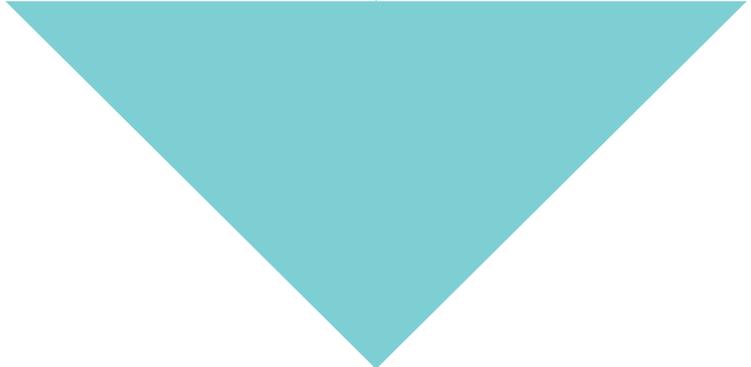
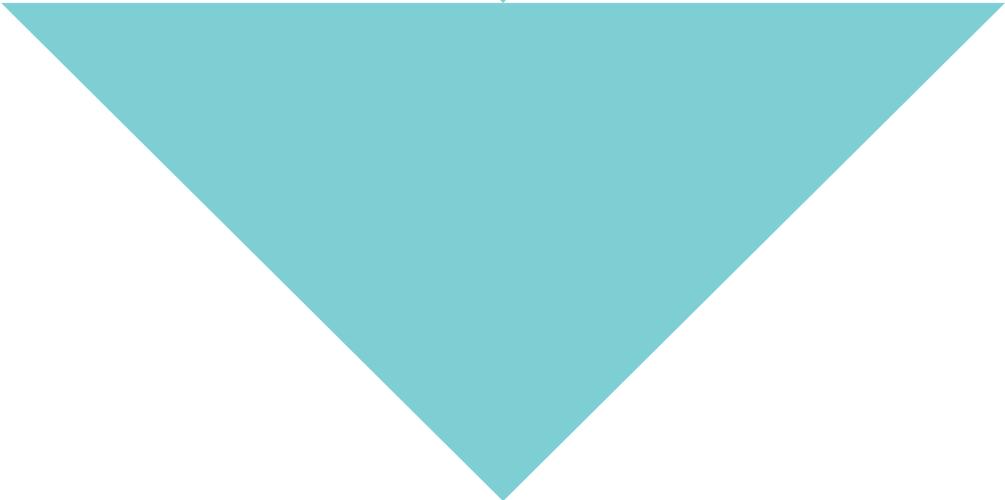
- Poor perceptions of hygiene and cleanliness amongst the community.
- Some facilities reported as being particularly smelly or dirty - related to cleanliness and ongoing maintenance.
- Lack of a diverse range of hygienic features in most facilities.

Opportunities

- Review and prioritise the cleaning of high use facilities.
- Investigate fixtures and fittings that will improve the hygiene and cleaning of toilets, particularly in high use facilities.
- Explore opportunities for new flagship public toilet facilities to have best practice environmental performance.
- Consider areas where hygiene elements (such as hot water and soap dispensers) are particularly important - for example, where showers and change facilities are located, or where baby/ adult change facilities are available.



Conclusion
and next steps



6.1 Conclusion

6.1.1 What we found

This report has examined Rural City of Mildura's existing public toilet network and its gaps.

This report has been prepared based on:

- Background research and a review of Council's existing policies
- Spatial analysis about the existing public toilet network's location and distribution
- An audit of Council's public toilet facilities
- Detailed feedback provided by community members in 1,100 customer service requests and more than 600 survey responses.

The Draft Public Toilet Strategy will be prepared with particular consideration of the following:

- The importance of cleanliness, maintenance and safety for public toilet users.
- Opportunities to incorporate the above into design standards for new public toilets.
- Opportunities to redesign, redevelop and improve existing facilities that are worn out, degraded or unsafe.
- Opportunities to add to the public toilet network, closing key gaps identified in this report.

The project team would like to thank the many people who provided input to this stage of the project, taking time to complete surveys and provide feedback to Council.

Key issues

- The network in urban Mildura is focussed on Mildura's CBD while outlying suburbs and some open space areas have under-provision.
- Design and siting (including isolation) issues, particularly regarding visibility, contribute to poor perceptions of safety across the existing public toilet network.
- Isolation, lack of lighting and run-down facilities can contribute to anti-social behaviour and vandalism.
- Poor maintenance and cleanliness of facilities (including broken fittings and fixtures) significantly affects people's willingness and ability to use public toilets.
- Poor perceptions of hygiene and cleanliness amongst the community.
- Many older facilities are not DDA compliant and are not designed to fit the needs of all user groups.
- The design of fittings and fixtures is not standardised, increasing the burden of maintenance for MRCC.
- Seasonal demand fluctuations and regular events put cleaning and maintenance pressure on existing toilet infrastructure.

Key opportunities

- Identify key places in the broader Mildura city where public toilets might be located to address existing network gaps.
- Review and prioritise the cleaning of high use facilities.
- Develop a framework to streamline decision-making processes and management responsibilities.
- Explore opportunities to improve provision and management of public toilets in early planning processes.
- Develop a capital works program to secure future funding and investment for public toilet improvements.
- Partner with other organisations such as State government authorities and/or private enterprise to expand the network of toilets.
- Refurbish/replace under performing toilets in key locations.
- Develop a suite of best practice design and siting principles to improve the integration of toilets into the public realm and reduce anti-social behaviour.
- Review identified hot spots and problem locations and refurbish facilities (as required) to improve perceptions of safety.
- Promote opportunities for local expression and design through public art programs.
- Improve DDA compliance across the network.
- Consider the benefits of unisex toilets to enhance efficiency of the network.
- Consider converting more facilities to be open 24-hours in key locations and in some rural or more remote areas where the choice of public toilets is more restricted.
- Explore opportunities for new flagship public toilet facilities to have best practice environmental performance.

6.2 Next steps

6.1.2 Next steps

This report has identified a number of issues and opportunities related to the network and design of public toilets in the Rural City of Mildura.

Further analysis and investigation is required to determine the high priority locations for public toilet improvements.

Following this paper, detailed investigations into existing facilities will be undertaken, including more detailed spatial mapping which will inform the Draft Strategy, recommendations and action plan.

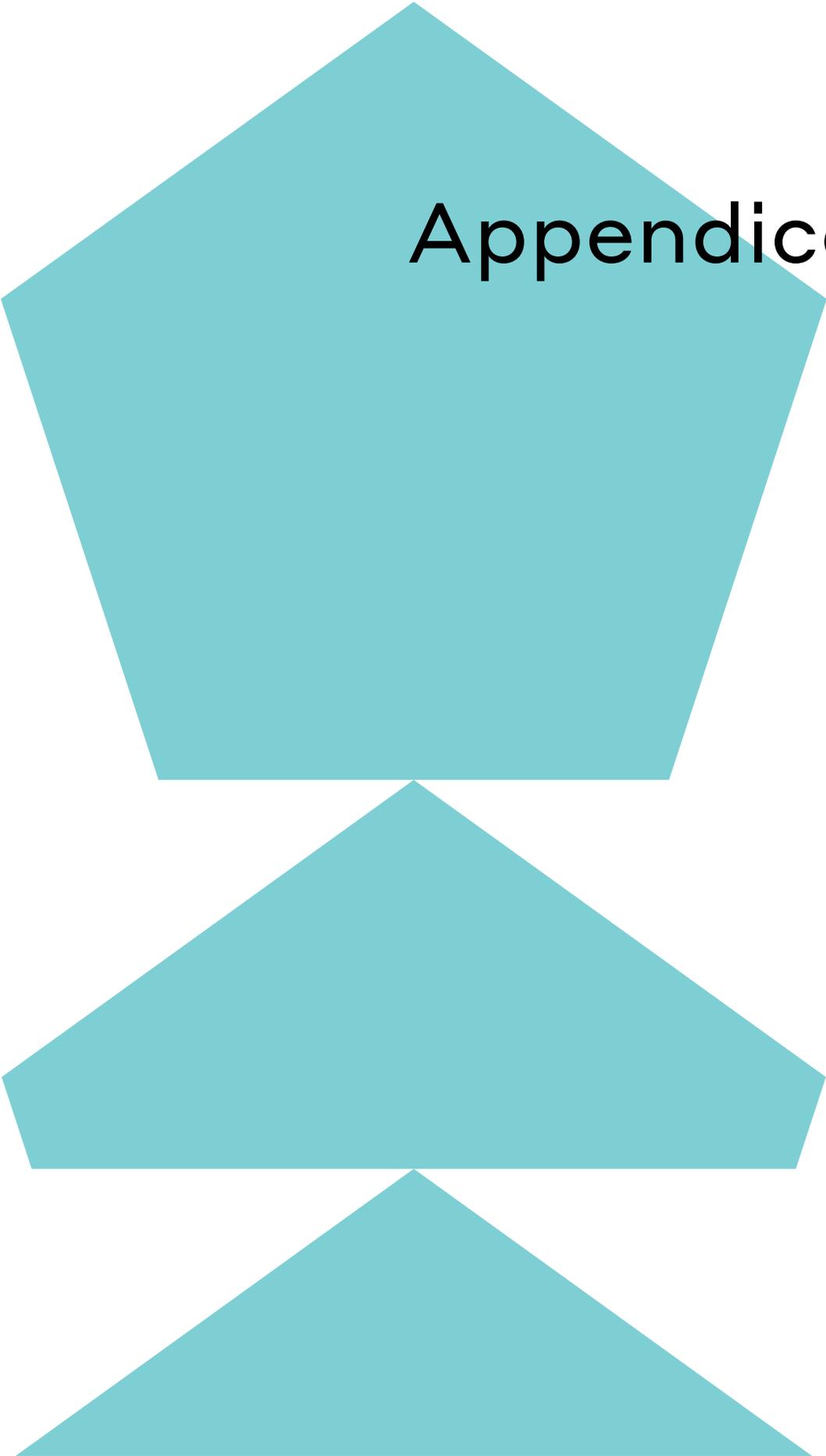
Consultation with a broad spectrum of Council representatives and key user groups will be undertaken after this report has been issued. This consultation will further inform the high priority locations and provide additional insight from a variety of experienced departments across Council.

The issues and opportunities identified in this report will be refined into objectives, actions and principles which will inform the Draft and Final Strategy and, eventually, Council's decision-making process.

The Draft Strategy will contain a vision and objectives, supported by design and siting principles. It will also include a suite of tools to assist Council in prioritising upgrades. Once prepared, the Draft Strategy will be available for public comment.

The Final Strategy will include strategic recommendations and key actions to improve the provision of public toilets, focussing on the key themes identified this paper.

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Appendices

Appendix A Key document review

Document	Summary	R		
		Safety and security	Cleanliness and health	Acc
Community and Council Plan 2017-2021	This Plan guides management and delivery of Council services and infrastructure for residents. It informs Council's annual planning and budget processes.	<p>Safe, sustainable and healthy urban environments.</p> <p>People are safe and feel safe:</p> <ul style="list-style-type: none"> • Develop and implement Public Lighting Strategy. • Develop and implement CCTV Strategy. 		<p>Imp</p> <p>to f</p> <p>acti</p> <ul style="list-style-type: none"> • In • A • F • A • In • In • o • c
Community Health and Wellbeing Plan 2017-2021	Sets the goals and priorities for protecting, improving and promoting health and wellbeing within the Mildura municipality.		<p>A 'healthy built environment' promotes a sense of community and belonging.</p> <p>Achieve maximum levels of health and wellbeing by identifying and assessing the actual and potential public health issues in the community and outlining strategies to overcome them.</p>	
Community Access and Inclusion Plan 2014-2018	<p>Seeks to understand and address the range of needs of people with disabilities and address issues raised by the community.</p> <p>Three key themes:</p> <ol style="list-style-type: none"> 1. Infrastructure and access 2. Awareness – Positive attitudes and inclusion 3. Advocacy. 	Strategies and Plans developed by the Mildura Rural City Council include access and inclusion principles where appropriate.		<p>Our</p> <p>acce</p> <p>serv</p> <p>Ens</p> <p>of r</p> <p>are</p> <p>to f</p> <p>par-</p> <p>com</p> <p>peo</p>

Relevant elements for the Public Toilet Strategy			
Accessibility	Maintenance	Design	Location
<p>Improved accessibility facilities, services and activities:</p> <p>Implement Community Access and Inclusion Plan, Reconciliation Action Plan and Social Inclusion Policy.</p> <p>Implement actions associated with community plans.</p>	<p>Well-planned and maintained buildings and facilities.</p> <p>Well-maintained footpath network.</p>	<p>Increased access to a diverse range of quality sporting and recreation facilities and programs</p> <p>Increased access to a diverse range of arts and cultural experiences.</p> <p>Prepare a Public Toilet Strategy to guide the location, construction and quality standards of public toilet facilities in the municipality.</p>	<p>Mildura's riverfront is activated and integrated with the city.</p>
		<p>Increase connection to culture and communities.</p> <p>Commitment to creating sustainable and healthy built environments.</p>	<p>Acknowledge that the built environment plays a role in everyone's health and wellbeing.</p>
<p>Community will have accessible facilities, services and activities.</p> <p>Ensure any redevelopment of recreation facilities is DDA compliant to facilitate greater participation in community activities by people with a disability.</p>	<p>Review Council's footpath maintenance program and implement to rectify barriers to access for people with a disability.</p> <p>Undertake an Access Audit on Council buildings to identify priorities and staged implementation of works to be included for funding in the capital works program.</p>	<p>Strategies to ensure public toilet design will meet the requirements of the <i>Community Access and Inclusion Plan</i> and other inclusive design principles.</p> <p>Continue to implement works from Access Audit of Council buildings and include in Capital works program to DDA standards.</p>	

Document	Summary	R		
		Safety and security	Cleanliness and health	Acc
Community Safety Plan 2015-2020	<p>The <i>Community Safety Plan</i> has been developed to address and improve perceptions of safety within the Mildura community.</p> <p>Six priority areas were identified, and specific goals set in relation to each priority.</p>	<p>Safe and well-maintained public spaces:</p> <ul style="list-style-type: none"> • Apply CPTED principles on all new developments, public spaces. • Improve issues associated with hot spot areas such as public toilets. • Implementation the Mildura and Red Cliffs CBD Closed Circuit Television program. 		Sup com and acti
GLBTIQ Inclusion Plan 2016	<p>12-month initial action plan with the overall purpose of demonstrating genuine commitment to a socially inclusive community for GLBTIQ people.</p>	<p>The plan identifies actions and an implementation program which focus on building engagement, and demonstrating leadership and support for GLBTIQ communities.</p>		Mild is co incl its r in p well with of a sup wel
Mildura Healthy Ageing Strategy 2016 – 2020	<p>The <i>Healthy Ageing Strategy</i> considers current policies and the proposed future direction for aged care services.</p> <p>The Strategy also takes into consideration a range of Council strategies that contribute towards providing a community that seeks to satisfy the four pillars of health: 'Social, Environment, Economic and Natural.'</p>	<p>Aged people are more vulnerable in terms of safety and the location of public toilets plays a part in their public safety.</p>		Ens is in wor incl age Pro cate diso The faci wher toile Sign olde visio
Mildura Tourism 3 Year Strategic Plan 2015 - 2017 <i>Prepared by the Mildura Tourism authority</i>	<p>Prepared to guide the direction and success of tourism marketing, new product development and industry professionalism in the Mildura region.</p> <p>The Plan has five key focus areas: marketing, product development, stakeholder partnerships, industry engagement and governance and operations.</p>			Iden of s rela coll Abil key in th sup toile

Relevant elements for the Public Toilet Strategy			
Accessibility	Maintenance	Design	Location
Supporting people, community strengthening capacity building activities.		<p>Develop Public Toilet Strategy taking into account usage, suitability and CPTED (Crime Prevention Through Environmental Design).</p> <p>Create built and natural environments that are safe, promote health and wellbeing, are well maintained and utilised by the community.</p>	<p>Develop activation and place making plans for community precincts (riverfront and Mildura CBD) and laneways to create a vibrant community space with programs, vendors, activities and events that encourage community use.</p>
Mildura Rural City Council committed to social inclusion and recognises responsibility and role promoting community wellbeing and assisting in the development of a community that is supportive, inclusive and welcoming.		<p>The <i>Public Toilet Strategy</i> will support of the <i>GLBTIQ Inclusion Plan</i> with recommendations to ensure public toilet design occurs inclusively.</p>	
<p>Ensure public toilet design inclusive for residents, workers and visitors - including people of all ages and abilities</p> <p>Providing toilets that cater to a range of ability factors.</p> <p>There is a lack of disability facilities for people with wheelchairs (including ramps).</p> <p>Signage must be legible to older people or those with vision impairments.</p>		<p>In community feedback there was a strong safety focus for the built environment:</p> <ul style="list-style-type: none"> • Footpaths need to be maintained • Drop off points • Need of aged in design of infrastructure • The needs of the aged and people with a disability need to be included in the design of our physical environment. 	<p>Locating toilets in accessible locations for an ageing community.</p> <p>More toilets are needed for the ageing population as elderly people can't walk as far.</p>
<p>Identifies the importance of stakeholder relationships and collaboration.</p> <p>Opportunity for people to visit tourism destinations in the municipality supported by the public toilet network.</p>	<p>Mildura's public toilet network is an important element of supporting infrastructure for its tourism industry</p>	<p>The Plan's vision:</p> <p><i>Mildura region will be renowned for, and distinguished by, its range of quality tourism offerings and successful events built around an iconic combination of tourism products that embrace big river, food and wine, nature-based, arts and cultural, historic and sporting experiences.</i></p>	<p>Plan objectives:</p> <ul style="list-style-type: none"> • Increase visitation and resultant business yield, • Deliver stronger economic benefits • Fuel investment in new infrastructure and attractions. <p>Public toilets are a key community asset that enable people to visit and stay in an area for longer.</p>

Document	Summary	R		
		Safety and security	Cleanliness and health	Acc
Mildura Recreation Strategy Action Plan 2008 – 2018	<p>The <i>Mildura Recreation Action Plan</i> develops a strategic direction for recreation provision in Mildura for the next ten years.</p> <p>The Plan details recommendations and anticipated key outcomes..</p>	<p>Safe environments for recreation action:</p> <ul style="list-style-type: none"> Ensure principles contained in “Safe Environments for Physical Activity” and “Safer Design Guidelines for Victoria” are addressed when developing “activity” environments, particularly those in open areas. 		Adv of C Cod
Public Open Space Strategy 2003	<p>This Strategy aims to provide an integrated approach to Public Open Space provision for the next 5 years and beyond.</p> <p>The Strategy identifies a range of management and development principles to facilitate and implement the identified objectives.</p>	<p>When developing local parks, safety will continue to be given a high priority.</p> <p>Development should maximise visitor safety and security and enhance natural supervision of the area.</p> <p>Local parks must be safe areas, and may require safety fencing and traffic management devices in surrounding streets.</p> <p>Three aspects of open space development should be considered for all levels of open space: equipment and amenities, safety and linear trails.</p>	<p>Community feedback/request:</p> <ul style="list-style-type: none"> Improve the level of maintenance, particularly the cleanliness and tidiness. 	Club sho suit use, and ens envi New con • E C F o • E T • C E o o o • E G t s • C p A C M F F C M

Relevant elements for the Public Toilet Strategy			
Accessibility	Maintenance	Design	Location
<p>Advocates for compliance with Council buildings with Rules of Practice.</p>	<p>Arts and cultural strategy action:</p> <ul style="list-style-type: none"> Ensure that Council's Arts and Cultural Strategy identifies plans to support community based arts, including programs in small and remote communities. 	<p>Aims to create more opportunities for safe and active recreation across the Municipality - including actions for Council to "work with local communities for the long-term infrastructure needs of sport and recreation."</p> <p>Advocates for a Master Plan for Apex Park, and for minor reserves across the municipality.</p>	<p>Ensure there is a sufficient supply of public toilets to support the numerous actions from this plan related to outdoor recreation, increased female participation in sport</p> <p>Use the Mildura Public Toilet Strategy to advocate for the location of public toilets that support the Recreation Strategy when facility upgrades are undertaken.</p>
<p>Rooms or pavilions should generally be suitable for multi- and shared use and be designed to ensure healthy, safe environments for users.</p> <p>Path works and path connections:</p> <p>Extend trail from Ornamental Lakes Park to Cowra Avenue and to Merbein</p> <p>Extend Mildura-Yelta Trail to Rio Vista Park</p> <p>Create paths around Bob Corbould Wetland and Lake Hawthorn and link to surrounding areas</p> <p>Extend the Irymple Green Belt through the proposed new subdivisions</p> <p>Create major playgrounds at the Old Aerodrome Sporting Complex, SC Mills Park, Mildura Recreation Reserve, Henshilwood Park, Kenny Park, Quandong Park, Mildura South.</p>	<p>Parks which attract large numbers of visitors, who stay for lengthy periods may require public toilets. Generally toilets are expensive and should be considered a lower priority than development of activity areas.</p>	<p>Amenities in high visitor use regional open space may include toilets.</p> <p>Larger sporting reserves should include public amenities such as toilets, preferably located close to passive recreation areas.</p> <p>Larger local parks which attract large numbers of visitors, who stay for lengthy periods may require public toilets. In local parks toilets are a lower priority than developing activity areas.</p> <p>Trails will include appropriate amenities such as bike stands, drink fountains, toilets and picnic areas.</p> <p>New major local parks (6,000sqm) in development areas must contain all facilities recommended in the guidelines - this may include public toilets in some locations.</p>	<p>Relocation and upgrades recommended for several Council facilities which contain public toilets:</p> <ul style="list-style-type: none"> Mildura Riverfront Reserves Apex Park Ranfurly Bend Old Aerodrome Sporting Complex Mildura Recreation Reserve Mansell Reserve New sporting reserve in Mildura South adjacent to one of the existing primary schools.

Document	Summary	R		
		Safety and security	Cleanliness and health	Acc
Mildura Tracks and Trails Strategy 2012	<p>The aim of the Mildura Rural City Council Tracks and Trails Strategy is to identify, develop, upgrade, manage and maintain a network of linked and shared on and off road cycling and walking paths suitable for commuting and recreation purposes.</p> <p>The strategy contains a number of objectives and actions that relate to the Mildura Public Toilet Strategy, including identifying trails where new public toilets may be required.</p> <p>It sets out design guidelines that should be acknowledged/ incorporated in the Public Toilet Strategy, wherever possible.</p>	<p>Lighting must be provided to toilets when they are provided along trails.</p> <p>Preference is for open wash basin areas which provide maximum visibility to the toilet cubicles and are likely to reduce crime and other inappropriate behaviours.</p> <p>All fittings should be vandal resistant.</p> <p>If the toilets are used at night time, lighting is required.</p> <p>Consider the use of solar lighting where possible.</p> <p>If the toilets are not required 24 hours per day, they need to be locked with galvanized iron gates when not in use.</p>	<p>Clean toilets and replace paper weekly on primary off-road trails.</p> <p>Toilet blocks on priority one off road trails should feature at least one unisex child sized toilet.</p> <p>Toilet blocks on priority one off road trails should feature baby change facilities.</p> <p>Toilets should generally feature: cisterns, basins, hooks on the back of toilet doors to hang bags, soap dispenser, sanitary bins, sharps disposal bin and electric hand dryers.</p> <p>Low flow taps or sensor taps or automated cut off taps, as well as dual flush toilets must be incorporated into the design.</p>	<p>Sign</p> <p>prov</p> <p>exit</p> <p>trai</p> <p>prin</p> <p>with</p> <p>the</p> <p>a leg</p> <p>toile</p> <p>hea</p> <p>foo</p> <p>cro</p> <p>loca</p> <p>Wh</p> <p>prov</p> <p>wh</p> <p>toile</p> <p>sho</p> <p>to in</p> <p>and</p> <p>nea</p> <p>Toil</p> <p>of t</p> <p>mee</p> <p>Dis</p> <p>req</p> <p>doc</p> <p>des</p> <p>be r</p> <p>New</p> <p>sho</p> <p>pos</p>
Municipal Early Years Plan 2015 - 2018	<p>The Plan sets out how Council will work over the next four years to address a range of priority areas for children in the Mildura community – with over 6,000 children ages 0-9 years in Mildura, the plan is paramount.</p>	<p>Advocates for CPTED principles to be applied to all new developments, particularly community spaces.</p> <p>Conduct audit of parent change room facilities within the CBD to work towards goal that children and young people are safe in their community.</p>		<p>Dev</p> <p>par</p> <p>faci</p> <p>CBD</p>

Relevant elements for the Public Toilet Strategy			
Accessibility	Maintenance	Design	Location
<p>Signage should be provided at the entrance/points of each trail (particularly for primary off-road trails), in a clear map of the trail, incorporating legend that shows toilets, rest stops, trail heads, accommodation, food/beverages, road crossings, car parking and other attractions.</p> <p>Where toilets are not provided along trails, and where there are public toilets nearby, signage should be made available to indicate the direction and the distance to the nearest toilet block.</p> <p>Toilets provided as part of the Strategy must meet the Disability Discrimination Act (1992) requirements and the document specifies which Design Standards are to be met (section 17.2).</p> <p>New toilets developed should be unisex where possible.</p>	<p>Toilets should be designed in such a way as to provide ease of maintenance.</p> <p>Toilets should be kept in an attractive and clean state as much as possible.</p> <p>The toilet block should be designed so that people are protected from the weather as much as possible, i.e. it should have a roof and be designed so that leaves and rubbish are not blown into the building.</p>	<p>Priority off road trails must have public toilets (e.g. Apex Park, Riverfront Trail, Kings Billabong).</p> <p>Secondary off road trails are more likely to have a more basic level of infrastructure such as seats.</p> <p>The Strategy requires AS 1371-1973 toilet seats of moulded plastics and AS/NZS 1371-1973 washbasins as well as specifying tapware and disabled toilets (section 17.2).</p> <p>Consider use of environmentally friendly design and materials in the construction of toilet facilities, e.g. rainwater tanks for flushing of toilets and hand washing, self-composting toilets, etc.</p> <p>Entrance to toilet buildings should be a minimum of 1500mm wide to allow two people to pass each other and to allow enough space for a pram to be brought into the building.</p> <p>Natural light and ventilation should be used as much as possible in the design of the facility.</p>	<p>A range of amenities should be provided along trails so that users are provided with a comfortable experience wherever possible.</p> <p>Toilets should be located at trail heads (for off-road trails) and end-of-trip facilities (including lockers, parking and showers) for commuting trails.</p> <p>Toilets should be located in a visible location, free of bushes and potential hiding spots.</p> <p>Toilets should be located close to sealed footpaths and car parking areas.</p> <p>Entrances to toilets need to face the trail so that people can be seen entering or leaving the facility.</p>
<p>Develop a plan to improve parent change room facilities within Mildura D.</p>		<p>Contains action for children to be active in the community and for the Rural City to become a “Child Friendly City” using the Collective Impact process.</p> <p>Consult with children when developing new facilities for children, e.g. playgrounds and children playspaces.</p>	

Document	Summary	R		
		Safety and security	Cleanliness and health	Acc
Mildura Rural City Council Arts, Culture and Heritage Strategy 2016 – 2020	The Strategy serves as a planning tool to provide Council with a clear set of priorities for the enhancement of arts, culture and heritage facilities and initiatives across the municipality.			Cele mun cult acco Incr invo prog acco for buil ever
Mildura Retail Strategy 2010	This Strategy assesses demand and supply trends for retailing in the urban Mildura area, and provides a strategy to guide the further location of retail development over the period 2010 to 2025.	Continue to implement recommendations from the Mildura CBD plan and support sub-regional shopping precincts in other areas.		
Deakin Avenue Mildura Landscape Masterplan July 2006	This report outlines a masterplan concept and strategy for Deakin Avenue in Mildura. It has a particular focus on tree and palm planning and on-going arboriculture care.	Install central plaza/ arbour lighting between Seventh and Eighth Streets.		
Mildura Recreation Reserve Master Plan Review 2014	This revised five-year Master Plan provides guidance on how to enhance the Reserve and ensure its facilities continue to benefit key user groups as well as the broader local community.	Improve lighting and security at venue. Increase surveillance corridors at reserve to ensure potential for criminal activity is minimised.		Inst und bab

Relevant elements for the Public Toilet Strategy			
Accessibility	Maintenance	Design	Location
<p>celebrate our municipality's unique cultural identity and build inclusiveness for all.</p> <p>Increase youth involvement with programs to broaden access and opportunities for emerging artists and growing youth market and talents.</p>	<p>Maintain existing facilities and infrastructure to ensure accessibility, environmental, physical conditions, energy efficiencies and sustainability.</p>	<p>The arts, culture and heritage sector play an important role in creating a vibrant, diverse and interesting community for residents and visitors.</p> <p>There is an opportunity to leverage the vision and objectives from this plan to the design and implementation of public toilets through the Public Toilet Strategy.</p>	<p>Make the municipality's historical, archival and civic collections more accessible community.</p>
		<p>Facilitate redevelopments and expansions of existing centres providing they meet the objectives identified in this Strategy, contribute to a net community benefit.</p>	<p>Ongoing improvements in the retail performance of the CBD will need to be ensured through the consolidation of retail activity and by improving existing retail areas.</p>
		<p>Recommends design approaches to monuments, artworks and artefacts, signage, lighting and furniture along with services protocols and path networks along Deakin Avenue.</p> <p>Design must accord with VicRoads standards in some cases (Deakin Avenue a VicRoads road)..</p>	<p>Seventh-Eighth Street initiative to install new public toilet on Deakin Avenue (demolish/ replace existing public toilet).</p>
<p>Install all-access toilet near grandstand (with baby change facilities).</p>	<ul style="list-style-type: none"> • Upgrade benches and toilets in football change rooms - Oval 1 • Provide facilities for Netball (change and toilets) • Investigate toilet adjacent to football umpires room • Upgrade toilets at No. 3 Oval 		

Document	Summary	Rural City Public Toilet Strategy		
		Safety and security	Cleanliness and health	Accessibility
Mildura Sporting Reserves Master Plan 2004	The <i>Mildura Sporting Reserves Master Plan</i> provides Master Plans for Mansell Reserve, Mildura Recreation Reserve and Old Aerodrome Sporting Complex. It identifies key planning issues and provides key recommendations and objectives.	Change opening times of public toilets to allow for schools to use.	Upgrade and expand toilet facilities across the reserve.	
Murrayville Recreation Reserve Master Plan 2009 - 2019	The Master Plan identifies key actions to upgrade the Murrayville Recreation Reserve and plan for its development over the next 10 years.	Allocation of lighting and safer pedestrian crossings across reserve.		Need signage
Henshilwood Recreation Reserve Master Plan 2009 - 2019	This Plan provides a framework to guide the planning and development of the reserve over the next 10 years.	Comments received were seeking increased safety of the reserve overall.		Irym sub public toilet show their
Walpeup Recreation Reserve Master Plan 2009 - 2019	This Plan provides a framework to guide the planning and development of Walpeup Recreation Reserve over the next 10 years.			

Relevant elements for the Public Toilet Strategy			
Accessibility	Maintenance	Design	Location
	<ul style="list-style-type: none"> Eleventh Street boundary (Upgrade two existing public toilets) Old Aerodrome Oval (upgrade toilets) Baseball (upgrade toilets) 	<p>Harness track extension, relocation of a football club, sustainable water use, growth of sport and amenity impact and social/recreation use of the reserve.</p>	<p>Recommended public toilets:</p> <ul style="list-style-type: none"> Netball courts near Ovals 1 and 2 (including change rooms) North side of Oval 3 Adjacent to fire brigade building on Eleventh Street At BMX facility At Hockey facility adjacent to golf course Construct block off San Mateo Avenue
<p>and for improved drainage on the site.</p>	<p>Older buildings worn out and need improvement/maintenance (from feedback).</p> <p>Planning to include a long-term view of maintenance and community needs in the facility.</p>	<p>Develop clubroom and social complex including to develop the existing open undercover area as toilets.</p> <p>Playground upgrade.</p> <p>Demolish tennis club rooms to be incorporated in larger social complex.</p>	<p>Precinct includes a brick building that incorporates public toilets - this is approx. 20 years old and is set back from the oval. Because the building is set back and to the south of the oval it is not ideally located in terms of consolidation as the main change and social facility to replace the current change rooms.</p>
<p>Simple Bowling Club submitted that a disabled toilet with external access could be installed due to an ageing membership.</p>	<p>Key direction to upgrade the playground and associated toilet infrastructure.</p>	<p>The master plan recommends priority works in relation to the playground 'island' and the construction of a new/modern toilet block in the North/Oval Precinct. This will replace the old toilet blocks on the Armagh Avenue boundary and those located between the cricket and soccer facilities.</p>	
	<p>In the Pavilion Precinct, provision has been made in the master plan for the upgrade of the toilets.</p> <p>Toilets are in a good and presentable condition but will require modernising in the future.</p>		

Document	Summary	R		
		Safety and security	Cleanliness and health	Acc
Kenny Park Recreation Reserve Master Plan 2009 - 2019	This Plan provides a framework to guide the planning and development of Kenny Park over the next 10 years.		Community feedback reported that the toilets need regular cleaning and maintenance.	Con req Par be u toile Men
Quandong Park Recreation Reserve Master Plan 2009 - 2019	This Plan provides a framework to guide the planning and development of Quandong Park over the next 10 years.	Ovals 1 and 2 to be upgraded with a design to ensure a strong line of sight from the nearby roads to the reserve to enhance safety.		Fee of f envi for

Relevant elements for the Public Toilet Strategy			
Accessibility	Maintenance	Design	Location
<p>Community feedback requested that the Kenny Park toilets (behind pool) be upgraded and disability toilets added to the South Gebein Cricket Club.</p>	<p>A priority action for this Master Plan is the consolidation and upgrading of the football / netball pavilion to include change rooms (football and netball) and public toilets.</p>		<p>The Plan recommends the relocation of the tennis and swimming pool storage shed buildings and the public toilet blocks, to a 'works area' in the park so that they do not impact on the amenity of key activity areas.</p> <p>Recommendation that as part of the caravan park site planning, consideration be given to opportunities to incorporate toilet facilities that can service the event area in Kenny Park.</p>
<p>Feedback sought creation of family-friendly environments that cater for a range of age groups.</p>	<p>Key priorities identified include an upgrade to public toilet facilities.</p> <p>The Master Plan recognises the poor standard and provision of public toilets across the park and recommends systemic upgrading of all facilities.</p>		<p>The croquet club has inadequate toilet provision and with the proposed demolition of the old toilet blocks additional toilets will be required in the clubrooms.</p> <p>It is proposed that new toilets be provided closer to the new skate and playground precinct.</p> <p>The master plan proposes the progressive development of 8 netball courts and associated amenities including fencing, lighting, shade structures and toilets / administration buildings</p>

Appendix B Relevant legislation

Document	Summary		
		Safety and security	Cleanliness and he
<p>Disability Discrimination Act 1992 (Cth) <i>Commonwealth Government of Australia</i></p>	<p>The <i>Disability Discrimination Act</i> (known as the 'DDA') makes it unlawful to discriminate against someone with disability in the following areas of life:</p> <ul style="list-style-type: none"> • Employment • Education • Access to premises used by the public • Provision of goods, services and facilities • Accommodation • Buying land • Activities of clubs and associations • Sport • Administration of Commonwealth Government laws and programs. <p>Disability is broadly defined to include physical, intellectual, sensory, neurological and psychiatric disabilities.</p>		
<p>Advisory Note on streetscape, public outdoor areas, fixtures, fittings and furniture (February 2013) <i>Australian Human Rights Commission</i></p>	<p>The <i>Advisory Notes on Access to Premises</i> were first prepared in 1997.</p> <p>In contains guidelines and guidance notes around the design and development of places to make sure they are accessible for everyone, in line with the requirements of the <i>Disability Discrimination Act</i>.</p>		
<p>Disability (Access to Premises – buildings) Standards 2010 <i>Australian Human Rights Commission</i></p>	<p>The <i>Disability (Access to Premises – buildings) Standards</i> (known as the 'Premises Standards') came into effect in May 2011. They include an <i>Access Code for Buildings</i> which sets out a number of mandatory performance requirements and provides minimum 'deemed-to-satisfy' (i.e. acceptable) technical specifications to meet the requirements for building design.</p> <p>Limited to the design and construction of a building's basic structures. The <i>Advisory Notes on Access to Premises</i> (2013) (above) were prepared and cover a broader range of access issues than those contained in the Premises Standards.</p>		

Relevant elements for the Public Toilet Strategy

Health	Accessibility	Maintenance	Design	Location
	<p>Regulations that ensure physical inclusion in the built environment.</p> <ul style="list-style-type: none"> Ensuring people can access facilities and services regardless of their physical ability. 		<p>Standards and guidelines in place that require any new building to be constructed in a way that is 'DDA compliant'.</p> <p>The <i>Public Toilet Strategy</i> will include guidelines for Council to ensure its public toilets meet the needs of the community in relation to accessibility.</p>	
	<p>Provides a number of technical 'Reference points and notes' to assist people who are responsible for premises to achieve better access.</p>		<p>Checklist of all the issues (or elements) the Commission believed should be considered in the design, construction and operation of a building and the built environment outside of buildings to ensure access for people with disability</p>	
	<p>Compliance with the standards ensures compliance with the general non-discrimination requirements of the <i>DDA</i> regarding building design/ accessibility.</p>			

Appendix C List of public toilets

Toilet name	Address	Location
Aero Oval Baseball Public Toilet	Eleventh Street	Mildura
Aero Oval No.1 Eleventh Street Female Public Toilet	Eleventh Street	Mildura
Aero Oval No.1 Eleventh Street Male Public Toilet	Eleventh Street	Mildura
Aero Ovals BMX / Soccer Public Toilet	Flora Avenue	Mildura
Aero Ovals Eleventh Street Public Toilet (baseball)	Eleventh Street	Mildura
Aero Ovals Tennis Amenities Block	Eleventh Street	Mildura
Apex Park Public Toilets	435-480 Cureton Avenue	Mildura
Barclay Square Public Toilets	Barclay Square, 30 Indi Avenue	Red Cliffs
Bike Hub (and disabled) Public Toilet	95 Pine Avenue	Mildura
Blackburn Park Public Toilets	6 Calder Highway	Ouyen
Cardross Oval Public Toilets	374C Dairtnunk Avenue	Cardross
Chaffey Park Public Toilet	11 River Avenue	Merbein
Colignan Recreation Reserve Changeroom and Public Toilets	8 Grace Road	Colignan
Cowangie Hall Male Public Toilets	Lewis Street	Cowangie
Cowangie Hall Unisex disabled Public Toilets	Lewis Street	Cowangie
Deakin Avenue Public Toilet	Centre plantation between Seventh and Eight Streets	Mildura
Etiwanda Wetlands Public Toilet	211 Etiwanda Ave	Mildura
Gregory Street Public Toilet	Gregory Street	Ouyen
Henderson Park Public Toilets	8 Deakin Parade	Mildura
Henshilwood Reserve Public Toilet (Water Play Park)	Recreation Avenue	Irymple
Henshilwood Reserve Public Toilet Block 2 (Water Play Park)	2 Recreation Avenue	Irymple
Irymple Bus Shelter & Public Toilet Block	2138 Fifteenth Street	Irymple
Jaycee Park Mildura Public Toilets	5 Hugh King Drive	Mildura
Kenny Park Female Public Toilet Block	Box Street	Merbein
Kenny Park Men's Public Toilet Block	Box Street	Merbein
Kenny Park Public Toilet Block	Box Street	Merbein
Kmart Public Toilet	Eighth Street Mildura	Mildura
Koorlong Hall Female Public Toilet	3623 Benetook Avenue	Koorlong
Koorlong Hall Male Public Toilet	3623 Benetook Avenue	Koorlong

Toilet name	Address	Location
Lake Cullulleraine Disabled Public Toilet	Lake Park Road	Cullulleraine
Lake Cullulleraine Function Centre Female Public Toilet	Lake Park Road	Cullulleraine
Lake Cullulleraine Function Centre Male Public Toilet	Lake Park Road	Cullulleraine
Lake Cullulleraine Public Toilet	Lake Park Road	Cullulleraine
Lake Cullulleraine Tennis Club Female Public Toilet	Lake Park Road	Cullulleraine
Lake Cullulleraine Tennis Club Male Public Toilet	Lake Park Road	Cullulleraine
Lions Club Park Public Toilets	12 Hassell Court	Irymple
Mansell Public Toilet	216 Eighth Street	Mildura
McKenzie Street Public Toilets	McKenzie Street	Murrayville
Merbein Public Toilets	96 Commercial Street	Merbein
Merbein Soccer Club Female Public Toilet	Calder Highway	Merbein
Merbein Soccer Club Male Public Toilet	Calder Highway	Merbein
Mildura Arts Centre (Rio Vista Connection) (Internal) Public Toilet	199 Cureton Avenue	Mildura
Mildura Arts Centre (Theatre) (Internal) Public Toilet	199 Cureton Avenue	Mildura
Mildura Function Centre Public Toilet	Twelfth Street	Mildura
Mildura Harness Racing Driver Change Rooms Public Toilet	Twelfth Street	Mildura
Mildura Recreation Reserve Grandstand Public Toilet	Twelfth Street	Mildura
Mildura Recreation Reserve Oval 2 Public Toilets	Twelfth Street	Mildura
Mildura Rowing Club Public Toilet	Hugh King Drive	Mildura
Mildura Station Homestead (entry)	Cureton Avenue	Mildura
Mildura Station Homestead Public Toilet (Woodshed)	Cureton Avenue	Mildura
Murrayville Caravan Park / Pool Disabled Toilet & Shower	33 Reed Street	Murrayville
Murrayville Caravan Park Public Toilets amenities	33 Reed Street	Murrayville
Murrayville Hall Public Toilets	3 Reed Street	Murrayville
Nangiloc Football Club Public Toilet	2680-2700 Kulkyne Way	Nangiloc
Nangiloc Hall Public Toilet	2680-2700 Kulkyne Way	Nangiloc

Toilet name	Address	Location
Nichols Point Reserve Public Toilet Block 1	177 Fifth Street	Nichols Point
Ninth Street Public Toilet (Also known as Langtree Mall or City Heart Public Toilet)	136 Ninth Street Mildura	Mildura
Ornamental Lakes Public Toilet Block 1 (Nowingi Place)	Hugh King Drive Mildura	Mildura
Ornamental Lakes Public Toilet Block 2 (Nowingi Place)	Hugh King Drive	Mildura
Ouyen Airport Public Toilets	1 Monaghan Road	Ouyen Airport
Ouyen Travellers Park Public Toilet	71 Oke Street	Ouyen
Quandong Park Basketball Female Toilet	Quandong Park	Red Cliffs
Quandong Park Basketball Men's Toilet	Quandong Park	Red Cliffs
Quandong Park Oval 3 Female Toilets	Quandong Park	Red Cliffs
Quandong Park Oval 3 Male Toilets	Quandong Park	Red Cliffs
Red Cliffs Croquet Club Public Toilet	Quandong Park	Red Cliffs
Rio Vista Park Public Toilet Block (Also known as Lock 11)	Hugh King Drive	Mildura
S.C. Mills Park Public Toilet	250 Walnut Avenue	Mildura
South Mildura Change Rooms (Sarah Oval No. 3) Public Toilet	Twelfth Street	Mildura
The Alfred Deakin Centre Public Toilet - Benetook Room	180-190 Deakin Avenue	Mildura
The Alfred Deakin Centre Public Toilet - Café	180-190 Deakin Avenue	Mildura
Torrita Building Public Toilets	13 Oke Street	Ouyen
Underbool Recreation Reserve Public Toilet	Underbool	Ouyen
Underbool Wayside Park Public Toilet Block	43 Cotter Street	Underbool
Walpeup Lake Public Toilet Block	McIlvena Road Ouyen	Ouyen
Walpeup Wayside Stop Public Toilet	1-3 Cregan Street	Walpeup
Werrimull Hall Female Public Toilet	Werrimull	Werrimull
Werrimull Hall Male Public Toilet	9 Tower Street	Werrimull
Werrimull Public Toilet in a Tank	Millewa Road	Werrimull
Woolworths Public Toilet	Lime Avenue	Mildura