

PUBLIC TOILET POLICY

COMMUNITY ENGAGEMENT REPORT



JULY 2023

PROJECT BACKGROUND:

As Wyndham continues to grow, planning for where public toilets are located is important to ensure we remain a liveable and accessible city. Currently the distribution of public toilets across Wyndham's open space and public realm network isn't equitable and additional toilets are needed to service key public open spaces and destinations.

In response to the lack of equity in the network, Council prepared a Draft Public Toilet Policy. Consultation on the draft Public Toilet Policy was completed over a four-week period between the 12th April and 9th of May. This process included seeking community feedback on the Draft Policy, as well as seeking feedback on the proposed sites identified in the Implementation Plan.

Four pop-up sessions were held at parks identified in the implementation plan, to seek direct feedback from the park users.

These pop sessions were held at the following sites:

Saturday 29 April

- 11AM - 12PM - Tom Roberts Reserve, Point Cook
- 1PM - 2PM - Ashcroft Park, Williams Landing

Saturday 6 May

- 11AM - 12PM - Farfalla Way Park, Tarneit
- 1PM - 2PM - Loyola Drive Reserve, Werribee



METHODOLOGY:

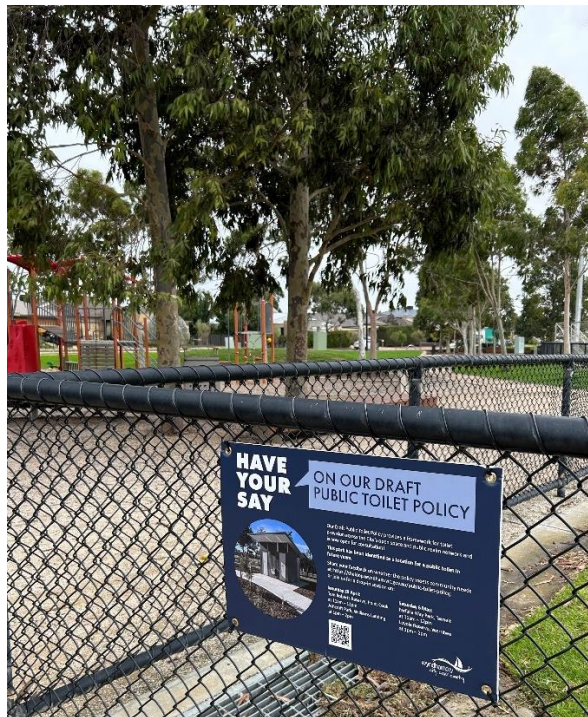
The below table outlines the various methods and techniques used to engage with the community.

Community engagement activities / tools	
Method / technique	Stakeholders engaged
Project page on The Loop	<p>3,509 page views</p> <p>1,872 total visitors to the page</p> <p>33 project 'followers'</p>
Online Survey	78 contributions
Mapping Tool	125 contributions
Document downloads	<p>Draft Public Toilet Policy – 91 downloads</p> <p>Public Toilet Strategy and Implementation Plan – 78 downloads</p>
Pop Up Engagement Sessions	<p>Approximately 30 people in total across all sites.</p> <p>Saturday 29 April</p> <ul style="list-style-type: none"> 11AM - 12PM - Tom Roberts Reserve, Point Cook 1PM - 2PM - Ashcroft Park, Williams Landing <p>Saturday 6 May</p> <ul style="list-style-type: none"> 11AM - 12PM - Farfalla Way Park, Tarneit 1PM - 2PM - Loyola Drive Reserve, Werribee
Stakeholder Engagement	<p>Presentation to Wyndham Disability Service Network – 27th April</p> <p>Engagement session with Sporting Clubs – 1st May, 2023</p>

Communications / marketing activities	
Method / technique	Stakeholders engaged
Online promotion (Facebook, 3 posts)	<p>ORGANIC</p> <p>First Post April 12th</p> <p>Engagement: 384 community members engaged</p> <p>Second post May 1st</p> <p>Engagement: 102 community members engaged</p> <p>Third post May 4th</p> <p>Engagement: 314 community members engaged</p>

Onsite Signage

Signs were placed in each reserve identified in the draft Business Case (17 signs in total)



Tom Roberts Reserve – Point Cook

Media slides

Media slides were displayed at Council's community centres and facilities

WHO WE HEARD FROM:

The below tables highlight who we heard from in our community via The Loop during our engagement process.

Age Group

15-19	20-24	25-29	30-34	35-39
1.28%	1.28%	3.85%	7.69%	14.1%
40-44	45-59	50-54	55-59	60-64
20.51%	7.69%	15.38%	3.85%	8.97%
65-69	70-74	75-79	80-84	
6.41%	6.41%	1.28%	1.28%	

Gender

Male	Female	Prefer not to say
32.05%	64.1%	3.85%

Suburb

Hoppers Crossing	Laverton	Manor Lakes	Point Cook	Tarneit
6.41%	1.28%	5.13%	23.08%	6.41%
Truganina	Werribee	Williams Landing	Wyndham Vale	Outside of Wyndham
6.41%	30.77%	10.26%	7.69%	2.56%

Do you speak a language other than English at home?

Yes	No
28.21%	71.79%

SUMMARY OF FEEDBACK:

Feedback on the Draft Public Toilet Policy via the survey

What we asked	You said	We did
What do you think of the Draft Policy? What are some of the things you are excited about?	<p>The key things people were most excited about were:</p> <ul style="list-style-type: none"> - More toilets (4) - That a Policy is being prepared - Focus on safety and accessibility (3) - Toilets to support higher use reserves and not local parks (3) - Exciting to see changing places are being included (2) 	
How important is Objective 1 to you? – <i>“ensure adequate public toilets are provided to service key public and open space destinations”</i>	<p>42 out of 70 contributors scored 100 for very important</p> <p>15 out of 70 contributors scored 90 for very important</p> <p>81% voted objective 1 as very important to them (90-100/100)</p>	<p>It is clear through the feedback that the community would like to see toilets serving key open spaces.</p> <p>Council will retain this objective</p>
How important is Objective 2 to you? – <i>“ensure public toilets are provided equitably and efficiently”</i>	<p>37 out of 69 scored 100 for very important</p> <p>18 out of 69 scored 90 for very important</p> <p>79% scored objective 2 as very important (90-100/100)</p>	<p>Council will retain this objective</p>
How important is Objective 3 to you? – <i>“ensure public toilets are sited and designed for maximum safety”</i>	<p>48 out of 72 scored 100 for very important</p> <p>13 out of 72 scored 90 for very important.</p> <p>84% scored objective 3 as very important (90-100/100)</p>	<p>Council will retain this objective</p>

What we asked	You said	We did
<p>How important is Objective 4 to you? – “ensure public toilets are accessible, clean, and well maintained”</p>	<p>53 of 72 scored 100 for very important.</p> <p>14 of 72 scored 90 for very important.</p> <p>93% scored objective 4 as very important (90-100/100)</p>	<p>It is clear above all that the Community wants public toilets that are accessible, clean, and well maintained.</p> <p>Council will retain this objective.</p>
<p>Is there anything we might have missed that you think should be included?</p>	<p>The community identified the following items in response to this question:</p> <ol style="list-style-type: none"> 1. Ensure toilets are unlocked and open for use (1) 2. Needle and sanitary disposal (2) 3. Provision for disposal of incontinence products (2) 4. Better hand dryers (2) 5. Consideration to amenity and impact on open space (3) 6. Lighting the facility to ensure for safety after hours (2) 7. Directional signage to toilets (3) 8. Keep gendered toilets (2) 	<p><u>Items 1-4:</u></p> <p>These items are being addressed via changes to Council’s operational processes and refinements to Council’s Public Toilet Standard Drawing.</p> <p><u>Items 5-6:</u></p> <p>These items are captured in Objective 3</p> <p><u>Item 7:</u></p> <p>This item is captured in Objectives 1 & 4</p> <p><u>Item 8:</u></p> <p>A majority of respondents accepted/supported the use of unisex cubicles as standard.</p>

Feedback via the Mapping Tool

A total of 125 contributions were received through the Mapping Tool which included:

- Feedback on proposed sites in the Implementation Plan
- Feedback on existing toilets
- Additional sites suggested by the community

A summary of each category of feedback is provided below.

Implementation plan feedback:

You said: Council only received feedback on 16 of the 30 sites nominated (no feedback was received on 14 sites). Of the 16 sites that received feedback, 9 received positive feedback, 6 received negative feedback and one received mixed feedback.

The key themes raised in the negative feedback were:

- Antisocial behaviour
- The size and hierarchy of the reserve
- Amenity impacts

We did: The feedback received for each site and Council responses can be found in Appendix 1 of this report.

Existing public toilet feedback:

You said: There were 7 existing public toilets that received detailed feedback through the pin drop submission process. Some of the feedback included requests for toilets to be upgraded or relocated, or concerns raised with toilets being frequently locked.

We did: Council will work through this feedback and address these concerns as appropriate.

Additional sites suggested by the community:

You said: The community suggested an additional 55 sites across Wyndham that they believe would benefit from a toilet.

We did: Most sites suggested by the community did not meet the criteria for inclusion in the implementation plan however, further consideration will be given to 12 sites nominated by the community.

A summary of the feedback and Council's responses to each of the nominated site, including the 12 sites subject to further consideration are listed in the Appendix 2 of this report.

NEXT STEPS:

- Public Toilet Policy updated and endorsed by Council.
- Implementation Plan revised to include additional sites where appropriate.

APPENDIX 1 – FEEDBACK ON IMPLEMENTATION PLAN:

	Site	You said	We did
1	Farfalla Way Park, Tarneit (1 pin)	Objecting to the location as the park is small and used predominately by residents who surround the park along with concerns with antisocial behaviour.	Include public toilet only if part of an upgrade to District level Park. Community engagement to occur at park concept design stage.
2	Longreach Park, Point Cook (3 pins)	1 in support and 2 objections stating the park is only local level and used by surrounding residents. Concerns raised around the potential to attract antisocial behaviour.	Include public toilet only if part of a reclassification to District level Park, and subject to further consultation. Further investigation into Kingsford Drive and Millpond Drive Parks as alternative sites. Any upgrade will be subject to further consultation.
3	Tindale Boulevard, Werribee (1 pin)	Objecting to the location due to it being a small local reserve.	Include public toilet only if part of an upgrade to a District Park. Community engagement to occur at park concept design stage.
4	Bayview Park, Point Cook (8 pins)	All objecting to the location due to concerns with the hierarchy of the reserve (being only a local park), the proximity to residential properties and the potential to attract antisocial behaviour.	Park functions at a District level due to the play space. Further work required to refine the location, subject to community engagement.
5	Regatta Beach, Sanctuary lakes (2 pins)	Both objecting to the location as it is against the policy and within a body corporate private estate with little benefit for the broader community.	‘Beach’ node is a district Level destination. Council is responsible for the construction of new infrastructure in Sanctuary Lakes. Delivery of a Public Toilet is supported by Sanctuary Lakes Resort Services
6	Conquest Drive Park (4 pins)	All objecting to the location as it is a small local park and due to safety and amenity concerns.	Revisit resident requests seeking a toilet at this location and undertake further community consultation
7	Hodgson Avenue Park (1 pin drop)	In support of the location	Retain on Implementation List
8	Soldiers Reserve (beside playground) (1 pin drop)	In support of the location	Retain on Implementation List
9	Everton Road/ Swaby Road Park (1 pin drop)	In support of the location	Retain on Implementation List
10	Raffles Walk Reserve (1 pin drop)	In support of location	Retain on Implementation List
11	Bayvista Drive Park (crocodile park) (1 pin drop)	In support of the location, however suggested if funding is limited to address under provisions first.	Retain on Implementation List
12	Loyola Road Reserve (1 pin drop)	In support of location	Retain on Implementation List
13	Principal Drive Reserve (Pear Street) (1 pin drop)	In support of location	Retain on Implementation List
14	Heathdale Glen Orden (3 pin drops)	In support of location	Retain on Implementation List
15	Aschroft Park (Delaney Boulevard) (3 pin drops)	In support of location	Retain on Implementation List
16	Riverbend Historic Park (5 pin drops)	In support of location	Retain on Implementation List

APPENDIX 2 – ADDITIONAL SUGGESTED SITES:

	Site	Suburb	Why?	Response
1	Arndell Park (GTP)	Truganina	To support playground.	Will be considered further for inclusion in the implementation plan
2	Avonbury Park/ Safari park	Werribee	To support busy park	Does not meet the criteria for inclusion in the implementation plan – local park
3	Baltimore Drive Park	Point Cook	To support playground.	Does not meet the criteria for inclusion in the implementation plan – local park
4	Bay Trail/ Wincott Crescent	Point Cook	To support bay trail.	Does not meet the criteria for inclusion in the implementation plan – not an open space destination – nearest public toilets are at Crocodile Park – Directional Signage to public toilet to be provided as part of the Bay Trail Wayfinding Plan.
5	Beehive Drive Wetland	Williams Landing	To support wetland.	Does not meet the criteria for inclusion in the implementation plan – not an open space destination
6	Bensonhurst Drive Park	Point Cook		Will be delivered as part of the sporting pavilion in 23/24
7	Breezewater Reserve	Sanctuary Lakes	To support bay trail	Does not meet the criteria for inclusion in the implementation plan – local park – toilets provided by SLRS for events
8	Brookside Drive Park	Wyndham Vale	To support public playground. Only facility available is within the private Jubilee Club.	Will be considered further for inclusion in the implementation plan –
9	Campbells Cove Beach	Werribee South	To support beach, suggested at the end of Campbells Cove Road air base end.	A Public Toilet in this location forms part of the planning for Campbells Cove. A toilet will be considered once visitation increases
10	Central Park	Hoppers Crossing	To support seniors exercise park.	Will be considered further for inclusion in the implementation plan
11	Cobbledicks Ford Reserve	Little River	To support reserve and picnicking	Will be considered further for inclusion in the implementation plan
12	Davis Creek confluence/ Werribee River Trail	Tarneit	To support open space	Public Toilets to be provided in future by Parks Victoria at Werribee Township Regional Park secondary visitor node
13	Davis Creek Open Space/ Butterfly Boulevard Park	Tarneit	To support large open space	Does not meet the criteria for inclusion in the implementation plan – local park
14	Dunnings Way Reserve	Point Cook	To support reserve.	External toilets in Pavilion to be unlocked
15	Featherbrook Drive Park	Point Cook	To support playground.	To be considered as an alternative to Longreach Park.
16	Federation Trail/ Greening the Pipeline	Williams Landing	To support trail.	Will be considered further for inclusion in the implementation plan
17	Forsyth Road Drain/ Leakes Road	Truganina	To support walking park.	Does not meet the criteria for inclusion in the implementation plan – not an open space destination
18	Gilliflower Street/ Calvante Way park	Tarniet	To support busy park	Does not meet the criteria for inclusion in the implementation plan – local park
19	Goddard Street Reserve / Snowbridge Park Playground	Tarneit	To support busy park and BBQ facilities	Will be considered further for inclusion in the implementation plan
20	Gordon O’keeffe Reserve	Werribee	To support large reserve	Does not meet the criteria for inclusion in the implementation plan – not an open space destination
21	Greenbank Way Park	Point Cook	To support large playground.	Does not meet the criteria for inclusion in the implementation plan – local park
22	Hornsby Court/ Forsyth Road Drain	Truganina	To support walking trail	Does not meet the criteria for inclusion in the implementation plan – not an open space destination
23	K Road Cliffs	Werribee South	To support K Road Cliffs visitors	No Public Toilet Proposed – visitor stay length at this node is expected to be short with visitors continuing on to either the Coast or Werribee Park & Mansion where public toilet facilities are provided.
24	Landscape Drive Park	Truganina	To support popular park.	Does not meet the criteria for inclusion in the implementation plan – local park
25	Leap Frog Park	Point Cook	To support high foot traffic.	Does not meet the criteria for inclusion in the implementation plan – local park
26	Lincolnheath Boulevard	Point Cook	To support BBQs and shelter.	Does not meet the criteria for inclusion in the implementation plan – local park
27	Lollipop Creek trail/ Broadway Blvd	Wyndham Vale	To support walking trail	Does not meet the criteria for inclusion in the implementation plan – not an open space destination
28	Maslin Park	Point Cook	To support basketball court.	Does not meet the criteria for inclusion in the implementation plan – local park
29	Medallion Blvd Park	Tarneit	To support playground	Does not meet the criteria for inclusion in the implementation plan – local park
30	Montgomery Drive/ Forsyth Road Drain	Truganina	To support walking path	Does not meet the criteria for inclusion in the implementation plan – not an open space destination
31	Newport Avenue Park	Williams Landing	To support park.	Does not meet the criteria for inclusion in the implementation plan – local park
32	Old Melbourne Road	Hoppers Crossing	To support industrial area	Does not meet the criteria for inclusion in the implementation plan – not an open space destination
33	Oysterbay Chase Park	Point Cook		Does not meet the criteria for inclusion in the implementation plan – local park
34	Palmtree Place Park	Point Cook	To support BBQs and parties.	Does not meet the criteria for inclusion in the implementation plan – local park
35	Paradise Parade Park	Point Cook	Suggested as an alternative for Bayview Park. This park is more highly utilised and attracts longer stays.	Will be considered further for inclusion in the implementation plan – not as an alternative to Bayview
36	Parkwood Terrace Park	Point Cook	To support bus stop.	Does not meet the criteria for inclusion in the implementation plan – local park
37	Presidents Park	Wyndham Vale	1. Dog Park side - support the eastern side of the park which is a fair distance to the existing facilities.	Public Toilets will be provided in the Dog Obedience Club Pavilion as part of the Presidents Park Master Plan Implementation.
			2. To support central walking track	Public Toilets will be provided by Parks Victoria as part of the Werribee Township Regional Park to the immediate north of Presidents Park
			3. Hockey fields - to support northern edge of reserve	Signage to Public Toilets at the Hockey Pavilion will be enhanced.
38	Radial Street Park/ Skeleton Creek	Truganina	To support park and trail.	Does not meet the criteria for inclusion in the implementation plan – local park only
39	Richardson Parkway Park	Point Cook	To support BBQs and playground.	Does not meet the criteria for inclusion in the implementation plan – local park
40	Saltwater Reserve	Point Cook	To support dog park and eastern edge of the reserve	Will be considered further for inclusion in the implementation plan
41	Skeleton Creek/ Old Geelong Road	Hoppers Crossing	Toilet to service industrial area.	Does not meet the criteria for inclusion in the implementation plan – not open space.
42	Skeleton Creek/Bay Trail	Altona	To support bay trail	Pins dropped in Hobsons Bay, this is not a Wyndham City Council Site.
43	Spearmint Blvd Park	Manor Lakes	To support busy park and BBQ facilities	Will be considered further for inclusion in the implementation plan
44	St Laurent Boulevard Park	Point Cook	To support BBQs	Does not meet the criteria for inclusion in the implementation plan – local park
45	Trade Place Park/ Werribee River	Werribee	To support trail and playground	Does not meet the criteria for inclusion in the implementation plan – industrial estate
46	Werribee Park	Cocorooc	To support picnic area and walking trails	Provision of Public Toilets at Werribee Park is a Parks Victoria responsibility.
47	Werribee River Trail/ Retreat Place - Muirhead Crescent Park	Werribee	Toilet to support playground and basketball	Does not meet the criteria for inclusion in the implementation plan – local park
48	Werribee River Trail/ Riversdale Drive	Werribee	To support seating	Does not meet the criteria for inclusion in the implementation plan – not an open space destination
49	Werribee River Trail/ Riverview Drive	Werribee	To support handball and open space	Does not meet the criteria for inclusion in the implementation plan – not an open space destination
50	Werribee River Trail/Manorvale Parade	Werribee	To support people feeding the ducks	Does not meet the criteria for inclusion in the implementation plan – local park
51	Werribee River Weir Dog Off Leash	Werribee	To support off leash area	Does not meet the criteria for inclusion in the implementation plan – not an open space destination
52	Werribee Street Park	Werribee	To support BBQ facilities and playground.	Will be considered further for inclusion in the implementation plan
53	Willowgreen Way/ Skeleton Creek	Point Cook	Suggested site for playground and toilets.	Does not meet the criteria for inclusion in the implementation plan – local park
54	Woodville Park	Hoppers Crossing	Toilet to support busy park.	Will be considered further for inclusion in the implementation plan
55	Wyndham harbour	Werribee South	To support Wyndham harbour when shops are closed	Public Toilets are provided on the pier/breakwater.