



PUBLIC TOILET STRATEGY

Community Engagement Report

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PUBLIC TOILET STRATEGY

COMMUNITY ENGAGEMENT REPORT

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1. Executive Summary

'has hostile stainless steel pans'

Council is reviewing the Public Toilet Strategy to ensure that the provision of public toilets meets the ongoing and growing needs of our community. We provide and manage 41 public toilet facilities. They are located across the municipality and vary significantly in age, style and standards.

Overall, the community who responded to the engagement process thought the standard of public toilet provision and their conditions were passable, though with a distinct lean to the left, trending to horrible. We received feedback on 23 individual toilets within the network and with a message coming through that they needed increase in cleaning, and maintenance and that in key locations, ie beach areas more pans were required to keep up with demand. Hot water and the provision of soap and more toilet paper also were hot topics for discussion.

In beach side areas the provision of warm showers and better changeroom facilities also featured prominently.

Regarding proposed locations for new toilets, there is a strong request to have toilets at Den Dulk Reserve, Altona with the inclusion of both an updated playspace and also the Altona Community Garden. The inclusion of public toilets somewhere along the Shared trail between Altona and Altona Meadows near 100 steps also featured along with the need for public toilet in Seabrook near or at Homestead Run Reserve.

2. The community engagement process

The Community consultation process for this stage of the development of the Public Toilet Strategy ran from 27 April 2022 through to the 29 May 2022. During this period, Council was seeking feedback on the condition of the existing public toilets and also asking people where they thought there were gaps in the public toilet network. People were invited to meet onsite at Ransom Reserve on 30 April 2022 and also online via a zoom session on 11 May 2022.

The launch of the campaign was sent to 1259 recipients and had a 6.83% click through rate. It also ran strongly on Council's social media platforms.

3. Who got involved?

From the demographic information we have from the Participate site, there was an even split between male and female respondents with their ages ranging between 26 years and 64 years.

Social media provided the greatest reach of people.

4. Promotion and statistics

Promotion of engagement and statistics	
Participate Hobsons Bay	<p>Overall site visitation</p> <ul style="list-style-type: none">• 507 site visits and 454 individual site visitors• 52.54% visitors referred from social media• 19.33% of visits where at least 1 contribution was made• 40.04% of visits lasted at least 1 active minute



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	<ul style="list-style-type: none"> 13 project followers Engagement activities <ul style="list-style-type: none"> 130 online total submissions across two online engagement activities
Drop in sessions / online sessions	<ul style="list-style-type: none"> Coffee with a Councillor – Cr Briffa, Ransom Reserve, Altona 30 April 2022 Online drop-in session via zoom – 11 May 2022 6.30pm – 7.30pm
Social media	Social media: date range Instagram <ul style="list-style-type: none"> 5 posts 6773 total impressions, 140 likes, 7 comments, 3 saved posts Facebook <ul style="list-style-type: none"> 5 posts, 14 902 people reached, 8 shares, 140 comments, 127 reactions Twitter <ul style="list-style-type: none"> 3 posts, 386 impressions, 10 194 likes, 21 retweets

5. What we heard – digital engagement and face to face

Let's talk toilets.

The online engagement process was broken into two sections.

1. A community condition assessment of the existing public toilets
2. An interactive map detailing where people would like to see new public toilets.

Community Condition Assessment of existing public toilets

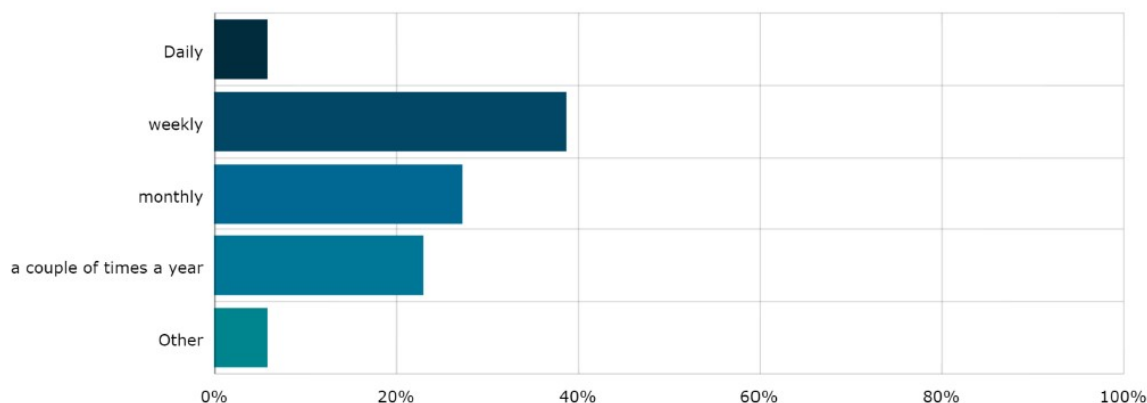
Community condition assessment of public toilets existing within the current network. This online survey asked people to identify a specific toilet and to then answer a number of questions regarding usage, asset condition, what could be improved and what services were missing from the toilet.

We received 70 contributions were received from 62 contributors on 23 toilets within the network. These 23 toilets are visited frequently.

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Question: How often do you visit this toilet?



Of the 4 people who selected other, they visited the toilet very occasionally as most public toilets are very grubby; used it once; most days a week and 2-3 times a week.

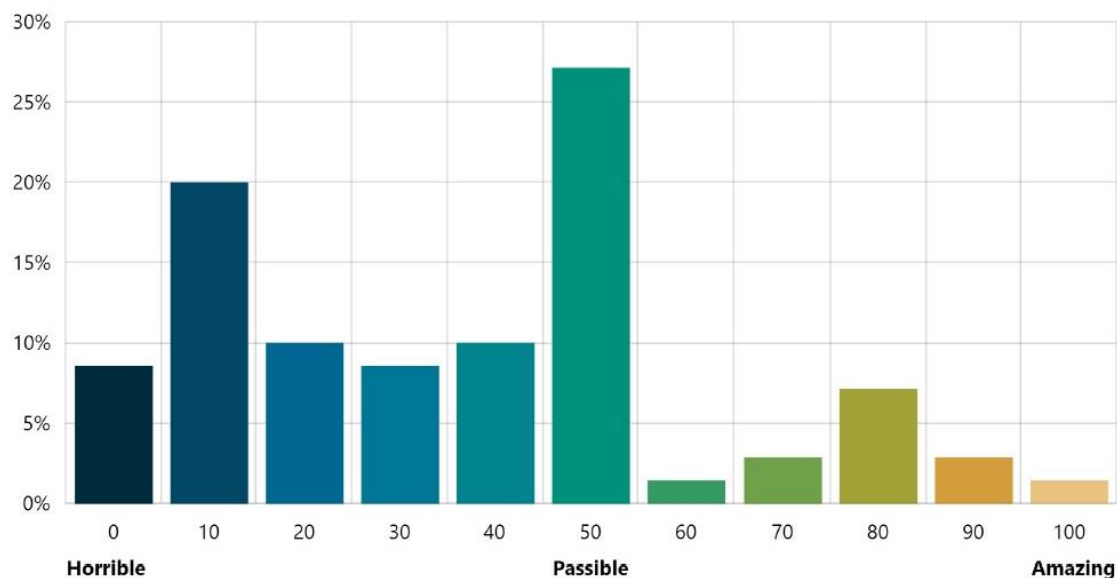
When asked whether they would use this toilet again, 74.29% of respondents indicated that they would.



When asked what condition they found the toilet in when they visited on a scale of Horrible (rated 0) to passible (rated 50) through to amazing (rated 100), the median point of responses was rated 40 with an average condition rating of 36.71. These results show that the condition of our public toilets from a community perspective skews midway to the left of centre ie midway between horrible condition and passible.

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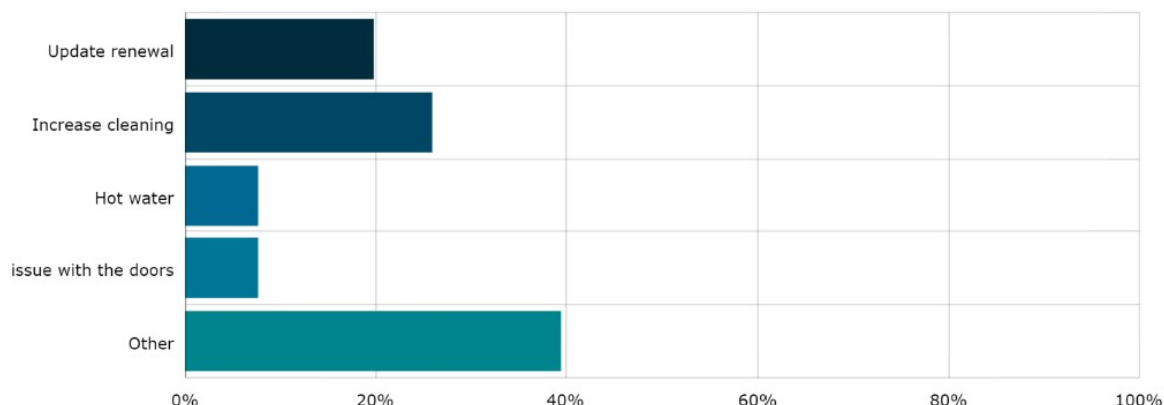
88.57% (n=62) of respondents indicated that they thought the public toilet they were referring to needs improvement.



When asked what could be done to improve this public toilet from a selection of Update renewal, increase cleaning, hot water issue with doors or other; the following responses were given.

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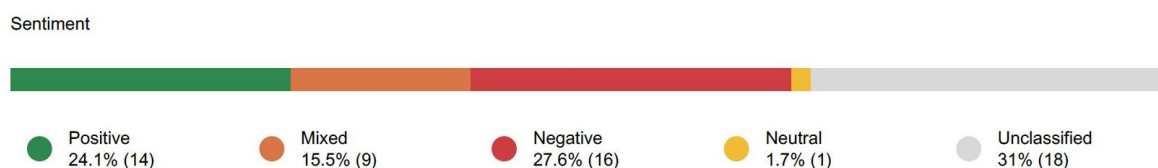
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Other items recorded include:

- More toilets pans required (n=9)
- Dirty / smelly (n=8)
- Long wait period at certain times (n=5)
- Change facilities needed improvement (n=5)
- Complete rebuild required (n=3)
- More showers / hot water showers (n=3)
- Felt unsafe (n=2)
- Finish (n=1)
- Inclusion of lockers in change rooms (n=1)

The overall sentiment of the comments received on the public toilets was positive.



The overall comments are reflected also in the individual comments are below.



Comments and condition of specific toilets



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People provided specific comments on 23 of the 41 toilets within the public toilet network. These comments are included in the table below.

Toilet	No of resp	Freq of use	Would you use again?	Ave condition rating /100	Improvements required
Aviation Road	2	Couple of times a year	Yes	25	<ul style="list-style-type: none"> increase cleaning more toilet paper that is released is not sufficient
Curlew Community Park	2	Weekly Used it once	Yes	30	<ul style="list-style-type: none"> Issue with doors - no longer locking Could do with an upgrade - standard Council issue Cleaning Graffiti removal
McCormack Park	2	Monthly	Yes x 1 No x 1	25	<ul style="list-style-type: none"> Needs hot water could do with a refresh
AB Shaw	3	Weekly x 1 Monthly x 2	Yes	40	<ul style="list-style-type: none"> toilet seat damaged toilet seat can't be lifted toilet seats always covered in urine cleanliness not good used lots by playspace, cricketers and market goers drainage issues causes flooding on the outside of the toilet block needs baby change table

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Altona Meadows Community Park	1	Monthly	Yes	50	<ul style="list-style-type: none"> • Increase number of toilets
Apex Park Altona	1	Monthly	Yes	40	<ul style="list-style-type: none"> • increase number of toilets • cleanliness - prefer to walk home than use these toilets
Ransom Reserve	2	Weekly x 1 Monthly x 1	Yes	70	<ul style="list-style-type: none"> • lock on doors sometimes broken • unisex toilet not a clean as it could be
Harrington Square	2	Monthly x 1 Couple of times a year x 1	Yes	10	<ul style="list-style-type: none"> • Needs updating - feels like a jail cell • Disgusting • Not something you would let your mother use
Cherry Lake Fresno Street	2	Monthly	Yes	55	<ul style="list-style-type: none"> • Needs directional signage • more toilets needed to accommodate the busy days • More cleaning required on busy days
Cherry Lake Millers Road	1	Monthly	Yes	80	<ul style="list-style-type: none"> • Needs directional signage
Logan Reserve	4	Weekly x 2 Couple of times a year x 1 Very occasionally x 1	Yes	47.5	<ul style="list-style-type: none"> • Needs to be changed • Needs baby change tables • self cleaning toilets are disgusting - not clean, not enough toilet paper



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Coles Carpark Altona	4	Monthly x 1 Couple of times a year x 3	Yes x 1 No x 3	15	<ul style="list-style-type: none"> • Dark • dingy • unsafe • needs cleaning • needs more toilet paper • privacy is an issue • often vandalised
Weaver Reserve	1	Monthly	Yes	50	<ul style="list-style-type: none"> • Cleanliness
WG Cresser Reserve	5	Weekly x 2 Monthly x 1 Couple of times a year x 2	Yes x 4 No x 1	40	<ul style="list-style-type: none"> • Needs updating • increased cleaning • needs hot water • dark • scary • needs lighting • great location • strange men loitering out the front • one of the seats needs repair
Altona Safe Boat Harbour	1	Weekly	No	20	<ul style="list-style-type: none"> • Doors need repair • none of the locks are working on the doors
Edwards Reserve	1	Weekly	Yes	100	<ul style="list-style-type: none"> • No issues
Newport Lakes	4	Weekly x 2 Couple of times a year x 2	Yes x 3 No x 1	47.5	<ul style="list-style-type: none"> • Needs updating • Increased cleaning • needs hot water • Needs soap • Should have a changing places toilet here



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					<ul style="list-style-type: none"> continually broken or closed for maintenance
Newport bus stop	1	Monthly	No	20	<ul style="list-style-type: none"> Needs Updating Always a last resort
The Warmies	1	Weekly	No	0	<ul style="list-style-type: none"> Need separate men and womens toilets here The fisherman make this unusable for women
Burgoyne Reserve	1	Weekly	No	10	<ul style="list-style-type: none"> Finish
Williamstown Lifesaving Club	21	Daily x 4 Weekly x 13 Monthly x 1 Couple of times a year x 1 2-3 times a week x 1 Most days x 1	Yes x 17 No x 4	27.62	<ul style="list-style-type: none"> Total rebuild required increase toilets - often long wait times increase showers and change facilities need to be cleaner horrid stench need dry area for people to change in needs lockers has hostile stainless steel pans disgusting condition
Williamstown Beach	4	Monthly x 1 Couple of times a year x 3	Yes x 2 No x 2	37.5	<ul style="list-style-type: none"> Always dirty a change area would be useful
Fearon Reserve	3	Weekly x 1 Monthly x 2	Yes	75	<ul style="list-style-type: none"> hot water nicey designed toilets need more

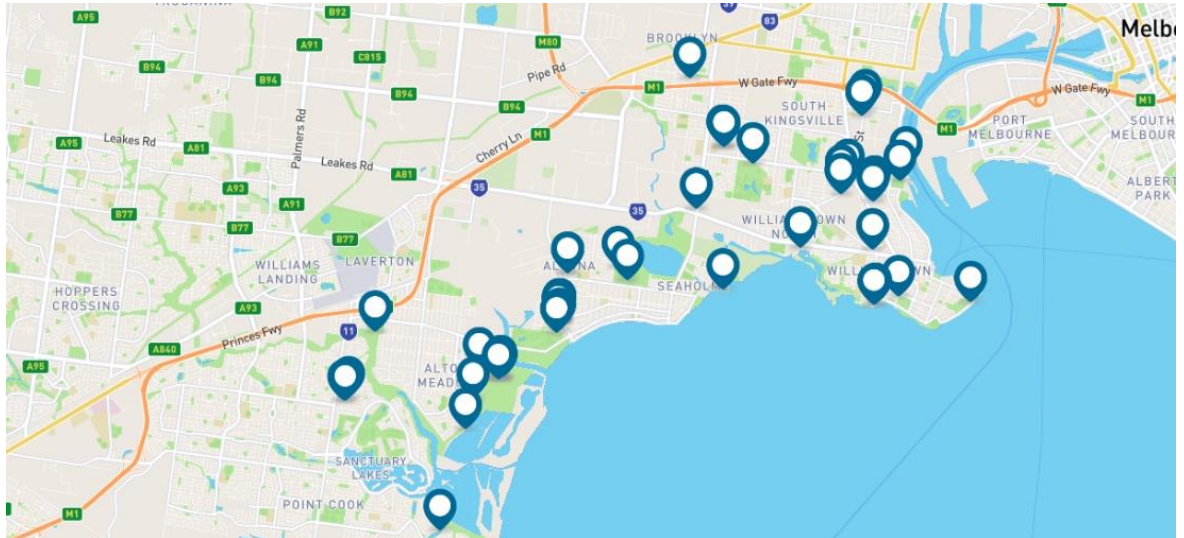


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					<ul style="list-style-type: none"> • hot showers • got stuck inside
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Interactive Map showing where people would like new public toilets



60 pins were dropped on the map identifying where people thought Council should construct a new public toilet.

The below word cloud details the locations that were submitted. The two areas that people identified as requiring a public toilet were Den Dulk Reserve, Altona (in association with the Community Garden and the Playspace) and Homestead Run Seabrook. Followed by 100 Steps.



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6. Recommendations and next steps

A response from the project team on how this information will be used including the following:

- Publish a refined version of this document as a what we heard from the community during consultation
- Respond to the main themes and comments coming from the toilet condition assessment
- Respond to the community on proposed new toilet locations including reasoning as why some toilets will not be included in the network.