

PUBLIC TOILET STRATEGY 2015 - 2025



City of HOBART



TABLE OF CONTENTS

1. INTRODUCTION	4
2. DEMAND FOR PUBLIC TOILETS	8
3. DISTRIBUTION AND AVAILABILITY OF PUBLIC TOILETS IN HOBART	10
4. ACCESS	14
5. SAFETY AND SECURITY	16
6. DESIGN AND SUSTAINABILITY	18
7. INFORMATION AND PROMOTION	20
8. MANAGEMENT AND CLEANING	22
9. COMMUNITY VIEWS	24
10. STRATEGIC DIRECTIONS FOR PUBLIC TOILETS IN HOBART	26
11. RECOMMENDATIONS	28
ACKNOWLEDGEMENTS	32
APPENDIX 1. TOILETS IN HOBART: DETAILS AND WORKS REQUIRED	34
APPENDIX 2. SCHEDULE OF WORKS FOR PUBLIC TOILETS – 2015 – 2025 AND BEYOND	42
APPENDIX 3. MAP 1	50
APPENDIX 4. MAP 2	52
APPENDIX 5. SUMMARY OF ISSUES RAISED IN COMMUNITY ENGAGEMENT	54
APPENDIX. 6. POLICY AND PLANNING FRAMEWORK	56

1. INTRODUCTION

THIS PROJECT

The City of Hobart prepared and approved a Public Convenience Strategy in April 2004. Many of its recommendations have been implemented and this document has now been prepared as its replacement.

This strategy provides a new 10 year planning framework for improving and managing Hobart's public toilet network. It is aimed at ensuring the City's future planning, investment and operation of public toilets is targeted to meet changing community needs.

The strategy discusses 10 key issues that influence the provision and management of public toilets including:

- demographic influences
- demand
- distribution and availability
- access
- safety and security
- design and sustainability
- information and promotion
- management and cleaning
- community expectations

Guiding principles are defined for establishing a planning framework for Hobart's public toilets through a vision statement, defining key goals from which a range of recommendations are made.

The strategy also provides an implementation plan which is accompanied by a schedule of works for the next 10 years.



STRATEGIC CONTEXT

The City of Hobart Strategic Plan 2014-2019 acknowledges the importance of amenity and safety to the people of Hobart. It states that the City's focus will be continuing "to improve community safety and public health, promoting healthy and active lifestyles."

An additional strategic objective states that the City will "improve management and utilisation of community facilities and open spaces".

There are a range of other Council based strategic documents that are relevant to this strategy, including:

- City of Hobart Social Inclusion Strategy 2014-2019
- City of Hobart Equal Access Strategy 2014-2019
- City of Hobart Children and Families Strategy 2014-2019

HOBART'S PUBLIC TOILETS AT A GLANCE

There are currently some 54 public toilets that are owned and managed by the City of Hobart. Many of these are in parks, sports facilities and Council owned car parks within the City.

In addition, over 19 are currently provided in the City by hotels, entertainment venues, shopping centres, TasPorts, UTas and State Government facilities.

ABOUT PUBLIC TOILETS

Local Government provides public toilets to facilitate the use, liveability and amenity of our cities.

Public toilets are recognised as essential public infrastructure for everyday living and to support people's movement and social and physical activities in and around a city. They support recreational activities, tourism, the local economy and overall economic growth.

Public toilets cater for all people: residents, workers, visitors and those who are homeless; regardless of gender, race, age, economic status, ability or appearance.

TRENDS

Current trends indicate the preferred positioning of public toilets is on main streets with high public surveillance.

Contemporary toilet facilities tend to occupy smaller footprints with fewer cubicles, are more likely to be gender neutral, fully-accessible for people with a disability and their carers, have doorways opening directly to the street and wash areas in full public view.

They tend to be designed so they have a natural light source, are well ventilated and are clearly identifiable.

They are often combined with other facilities such as parenting rooms, information booths, showers and cafes, and are equitably distributed.

They often have contemporary and environmentally sustainable design features and fittings for easy or automated cleaning and technology for remote management.

They are easy to find through a range of mediums, with consistent, universal signage and wayfinding systems. They are promoted on websites, in apps, brochures and information centres.

THE CITY'S ROLE IN TOILET PROVISION

The City recognises that toilets are an essential public facility and provides toilets in the public domain and where people gather for social and recreationally based activities.

There is no specific legal requirement for Local Government to provide public toilets. However the public expects the City to provide and deliver public toilets that are clean and well maintained. This expectation often extends to facilities that are not owned or managed by the City.

The Building Code of Australia prescribes that workplaces and businesses provide their employees and patrons with toilets. Therefore most department stores, large offices, entertainment centres, shopping centres, restaurants, hotels, cafes and bars are required to provide toilets for their patrons. Many of these are often perceived to be public infrastructure even though privately owned and managed.





2. DEMAND FOR PUBLIC TOILETS

DEMOGRAPHICS AND CONTEXT

RESIDENT AND VISITOR POPULATION SIZE AND GROWTH

The City of Hobart has a population of some 50,000¹. Approximately 18,000 people come to work in the City each day.

The number of visitors to Hobart is increasing. In 2015 1.1 million people visited Hobart. The state seeks 1.5 million annual visitors by 2020. Visitors from Thailand and China had the highest growth from international destinations, with 106% and 73% respectively. Hobart is the most popular port to visit in Tasmania. In 2013, approximately 105,000 people visited Tasmania on cruise ships², an increase of 41% from the previous year. Approximately half of these were international visitors.

Due to the large number of people arriving together, the demand for toilets in the City is high when a cruise ship is in port.

Approximately 70,000 people visit Tasmania annually to attend events³. This is likely to increase. Hobart hosts a large and diverse range of events and festivals such as The Taste of Tasmania, Mofo, Dark Mofo and the Australian Wooden Boat Festival.

There are also increased student numbers in Hobart and more so the CBD with the development of the UTas campuses of Medical Sciences (Faculty of Science and Menzies Institute), IMAS, the proposed Academy of Creative Industries and Performing Arts, and the UTas student accommodation facility under construction in Melville Street.

¹ 48,700 Aust. Bureau S 2011

² Tourism Tasmania – 2012-13 Tasmanian Cruise Ship Survey, 2013

³ Tasmanian Government Events Strategy 2015-2020



PHYSICAL CONTEXT

Commercial buildings and businesses predominantly occupy the Hobart CBD.

In Salamanca Place, Salamanca Square, Sullivans Cove, North Hobart and in some areas of the CBD, the night time economy is thriving. These precincts have restaurants, bars, nightclubs and other night time venues.

Other shopping and suburban precincts include North Hobart, Sandy Bay, Lower Sandy Bay, South Hobart, Lenah Valley and New Town.

During the day, Salamanca, the waterfront and Sullivans Cove are also the main focal points for visitors and events.

Salamanca Market is the most popular tourist attraction in Tasmania.

DEMOGRAPHIC PROFILE

Hobart's population has an older profile than other capital cities and a higher proportion of residents from English speaking countries.

Hobart has the highest proportion of residents aged 65 years and over of all Australian capital cities. This proportion is projected to almost double to up to 28% in 2056.

In 2012, Tasmania had the highest prevalence of disability compared to other states with a quarter of the state's population living with disability.

There are around 1200 people that are homeless or sleeping rough in Greater Hobart. Many stay with friends or relatives, or at homeless shelters and some camp out in parks, bushland or sleep in their vehicles. The provision of public showers has been identified as infrastructure required to meet the needs of the homeless as well as some other specific visitor groups.

Many young families with children frequent the Inner City for shopping, events, entertainment and general recreation. Equitably distributed, family friendly toilets are required throughout the City to service their needs that include gender neutral toilets, parenting rooms and baby change facilities.

KEY TARGET GROUPS

Key target groups that have specific needs in relation to toilets are:

- families with young children
- older adults and people with a disability
- homeless people
- large groups of visitors and tourists – such as those arriving on cruise ships, or attending events
- night time economy users

KEY OPPORTUNITY

Ensure that the needs of key target groups are met when planning, designing and managing public toilets.

Opportunities to provide public showers has been identified at the Franklin Square facilities and as a component of the refurbishment of the Argyle Street car park toilets

3. DISTRIBUTION AND AVAILABILITY OF PUBLIC TOILETS IN HOBART

Public toilets need to be provided equitably throughout Central Hobart, the Inner City, at the Waterfront and at key nodes outside of these areas.

Generally there is a good distribution of public toilets in Hobart, when taking into account the number of non-Council toilets available to patrons of shops and other businesses.

Overall the functionality of toilets and the quality of building assets is more of an issue than distribution.

Partnerships are becoming increasingly important between local government and property owners, businesses and transport authorities, in order to meet increasing public expectations related to toilets, cost efficiencies and to aid economic development.

There are a number of instances where toilets will be provided in new developments that may alleviate the need to provide public toilets in the vicinity.

The public toilets provided by businesses and other entities in Hobart such as UTas and TasPorts, are essential in order to maintain good distribution of toilets across the City.

KEY OPPORTUNITIES

The City to continue to identify strategic opportunities to utilise and promote non-Council public toilets, particularly in the early planning stages of large developments.

Regular and ongoing dialogue and communication regarding public toilets should be maintained with the City's advisory groups, the waterfront businesses, TasPorts, the Hobart Chamber of Commerce, the hospitals and UTas.



PROPOSED DISTANCE THRESHOLD FOR PUBLIC TOILETS

A lack of toilet facilities can cause significant inconvenience to families with children, seniors and people with disabilities or health problems.

Many Australian capital cities recommend the provision of public toilets every 400 metres within the Inner City. This provides an acceptable walking distance for high use and highly visited areas.

On this basis a catchment of 400 metres has been adopted as a core service level for the distribution of toilets in Central Hobart.

However due to the intensity of visitor use around the Inner City and the waterfront a catchment of 200 metres is recommended as the core service level for the distribution of public toilets in this area.

In suburban Hobart and surrounds, public toilets are only required to service visitor destinations, large parks, sports, aquatic and recreational facilities, suburban shopping precincts and shopping centres.

Appendix 3 and 4 containing maps 1 and 2 illustrate the current and proposed distribution of toilets in Central Hobart, Inner City and waterfront areas and suburban Hobart and surrounds.

Appendix 1 Toilets in Hobart: Details and Works Required identifies each toilet, its locations and current facilities, opening hours, accessibility and proposed works.

KEY OPPORTUNITIES

A catchment of 400metres be adopted as a core level of service for the distribution of toilets in Central Hobart.

A catchment of 200 metres be established as a core level of service for the distribution of toiletsin the City's Inner City and waterfront.

GAPS IN PROVISION

A) SUBURBAN HOBART AND SURROUNDS

The main areas identified in suburban Hobart without adequate public toilets are:

- Hobart Rivulet Park – lower section
- between Melville Street and North Hobart
- key nodes in remote locations in Wellington Park
- Knocklofty Reserve
- Queens Domain summit
- new public parks being established at the old K&D brickworks subdivision in Giblin Street, New Town and at Tolmans Hill

Wellington Park

New toilets are required in Wellington Park to support recreational users at remote visitor nodes at Junction Cabin and St Crispin's Well.

Toilets are currently located at Fern Tree Park, The Springs and The Pinnacle. The toilet at Fern Tree Park is to be replaced in accordance with the Fern Tree Park Visitor Node Master Plan (in preparation).

Preliminary planning and negotiations are underway for a commercial development at The Springs that is planned to include new public toilets.

The City has developed a funding prospectus for a range of facilities in Wellington Park which include the development and renewal of visitor infrastructure. Toilets to service the proposed facilities are located at The Chalet and Big Bend.

Investigations are also required into the need for a toilet at the Lenah Valley Road entrance into the Park.

B) CENTRAL HOBART

Four areas have been identified to be outside the 400 metre catchment in Central Hobart.

These are:

Harrington Street area

With the decommissioning of the Harrington Street public toilet, a gap in services in this area has been identified.

Investigations are required to find a suitable location for a public toilet or service in this vicinity. This could be through negotiating with a private provider.

Brisbane and Warwick Streets/ Campbell and Argyle Streets

The options to address the gaps are:

- negotiate with UTas regarding the provision of public toilets in the proposed UTas Creative Industries and Performing Arts Centre development in Campbell Street
- improve signage to the public toilets located in the Royal Hobart Hospital, with its approval

Battery Point

There is at least one area of the Battery Point foreshore that is outside the 400 metre catchment zone. Further investigation should be undertaken into the provision of public toilets in this area.

C) INNER CITY/ WATERFRONT AREA

Salamanca Place is the most visited tourist destination in Tasmania and a key location for visitors when major events take place.

The reconstruction of the Salamanca Square toilets and the re-leasing and upgrading of the Salamanca Arts Centre Alcove toilets now service Salamanca Place.

The 200 metre catchment for public toilets is not currently achieved in the following areas within this zone:

Between Brooker Highway, Campbell and Macquarie Streets

This area will be serviced by potential provision of a public toilet in the UTas Creative Industries and Performing Arts Centre development, the Royal Hobart Hospital public toilets and new hotel developments.

Sullivans Cove

Southern waterfront

The main option for public toilets is to utilise and improve access to existing and planned facilities:

- promote and improve public access to the Princes Wharf Shed No.1 toilets, opened 7am-7pm daily
- planning for the provision of a transportable facility to be located near Salamanca Place is underway with this facility to service the night-time economy, the Salamanca Market and peak periods of use over the weekend

Mid waterfront

Options for public toilets in this area include:

- open the toilets in the Waterside Pavilion to public access with improved signage from October to March in daylight hours, with their use and management to be monitored
- negotiate with TasPorts to provide public access to the Kings Pier Marina and other new facilities to be constructed at Franklin Wharf

Northern waterfront

Options for public toilets in this area include:

- public toilets to be provided in the Mac 1 hotel development currently under construction
- negotiate with TasPorts to provide permanent or seasonal public access to TasPorts toilets located in the Cruise Terminal
- planning for the implementation of the Macquarie Point Strategic Master Plan is currently underway with negotiations for locating a number of public toilets

D) LATE NIGHT ECONOMY

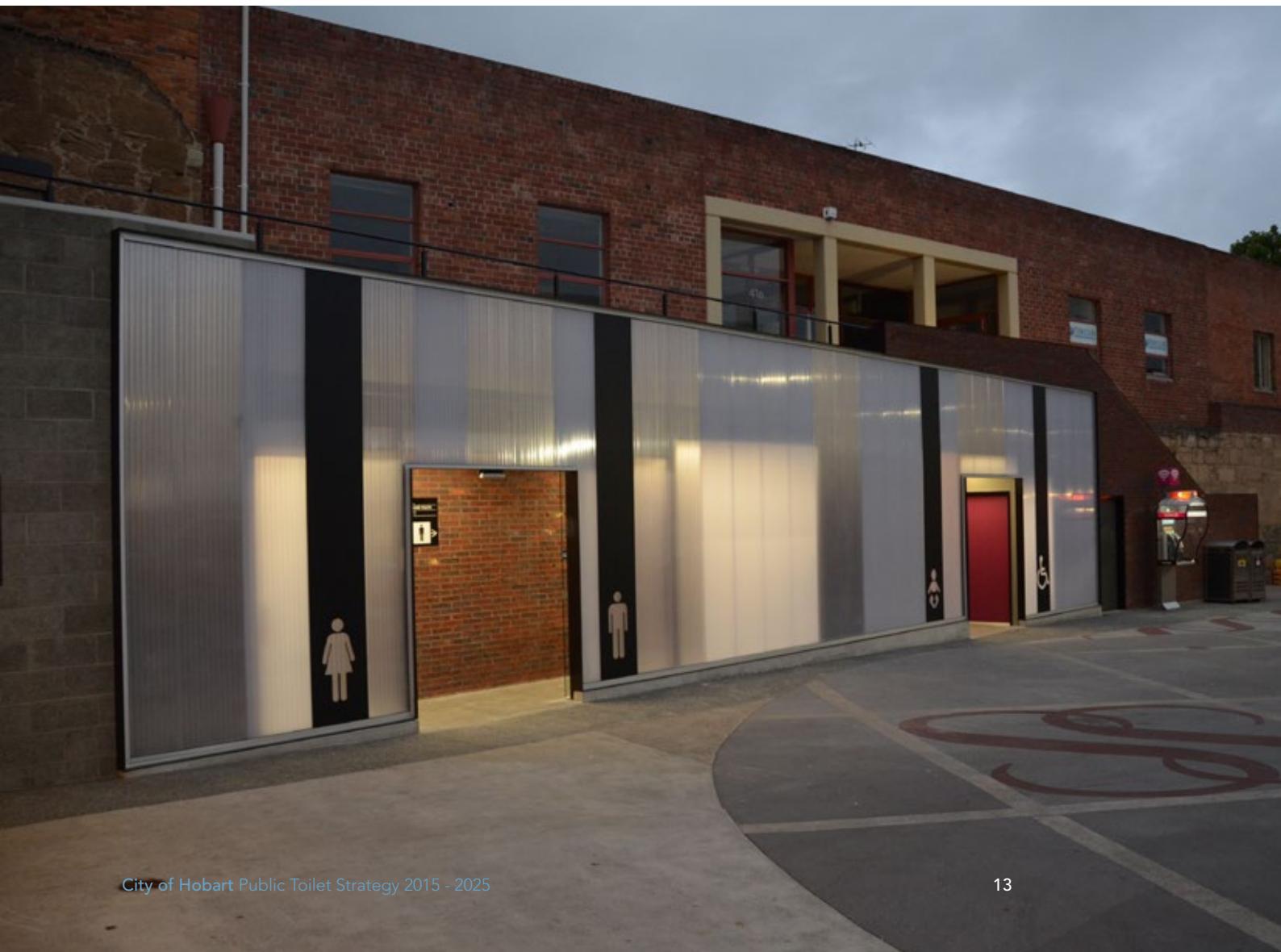
Along with the increase in visitor numbers to the City there is a growing late night economy. The area around Salamanca Place and the waterfront more generally has a thriving economy that extends into the early hours.

Public urination and other associated issues arise when public toilets are closed overnight. To support the late night economy and associated users, facilities need to be provided which are accessible all hours but are provided in a way to prevent vandalism and other damage.

KEY OPPORTUNITIES

For public toilets in Hobart to be conveniently and equitably distributed to support community life and visitor activity, to suit the physical context and meet likely demand.

To provide a transportable toilet facility to support the late night economy, events and Salamanca Market.



4. ACCESS

UNIVERSAL ACCESS

Gender neutral accessible public toilets are desirable for universal design purposes. These support gender equity and social inclusion and are required to accommodate carers and parents to accompany individuals for toileting, especially children of the opposite gender.

Since 2011, the Building Code of Australia (BCA), Part D3 has incorporated revised access provision (Access to Premises – Buildings). If works to existing toilets require a building permit, then the building will be required to be upgraded to comply with all current BCA requirements including disability access provisions.

All new toilet blocks with more than one cubicle must have one fully compliant facility for disability access and a second accessible cubicle for people with disabilities who are ambulant.

Twenty eight (28) of the City's public toilets are currently signed as accessible and provide features that are required for people with mobility devices. However many of those do not meet current standards.

For the purposes of this document "Accessible" means that a person with a disability is able to approach, enter, pass to and from and make use of an area and its facilities. This definition is in accordance with Access Audits Australia.

KEY ACCESS ISSUES IDENTIFIED

Some facilities identified in toilets signed as accessible do not have:

- an accessible path of travel
- suitably sized cubicles to cater for wheelchairs and scooters
- outward opening, automated or sliding doors
- fixtures or fittings that are automated or can be operated by a person seated who has limited hand function, movement or a vision or sensory impairment
- consistent access signage and information that is easy to read



KEY OPPORTUNITY

Enhance the distribution of accessible toilets and the degree of inclusiveness and physical accessibility of all toilets in Hobart over the life of the strategy.



5. SAFETY AND SECURITY

The perception of being safe and in a defensible space are key factors when a person decides to use a public toilet.

Management is important to the perception of safety. Users welcome knowing that the facility is visited regularly and that they are encouraged to call to report on any issues.

Key factors that help make people feel welcome and safe using a public toilet include:

- good visibility of the entrance - not obscured by vegetation, other structures or screens
- doors directly off the street into a cubicle
- toilets located on the street rather than in the centre of parks
- toilets located in areas with high foot traffic and public surveillance
- sensor lights at entrances and 24/7 cameras
- well lit facilities with natural light during the day, and non-fluorescent lights at night
- opportunities to keep valuables and clothing off the floor
- doors that lock and extend to the floor
- no vestibules, long shared corridors or entry ways, or shared wash spaces before the entry to cubicles
- high quality finishes free from graffiti
- large and clear signage to the entry, indicating gender, that is obvious on the approach to the toilets
- dry, non-slip floors
- access to soap, water, and hand drying facilities
- access to no touch/ automated fixtures and fittings
- shared washbasins that have high visibility/surveillance
- facilities suitable to user needs such as access to a gender neutral cubicle, child change bench, needle disposal and a private place to empty continence bags and wash afterwards

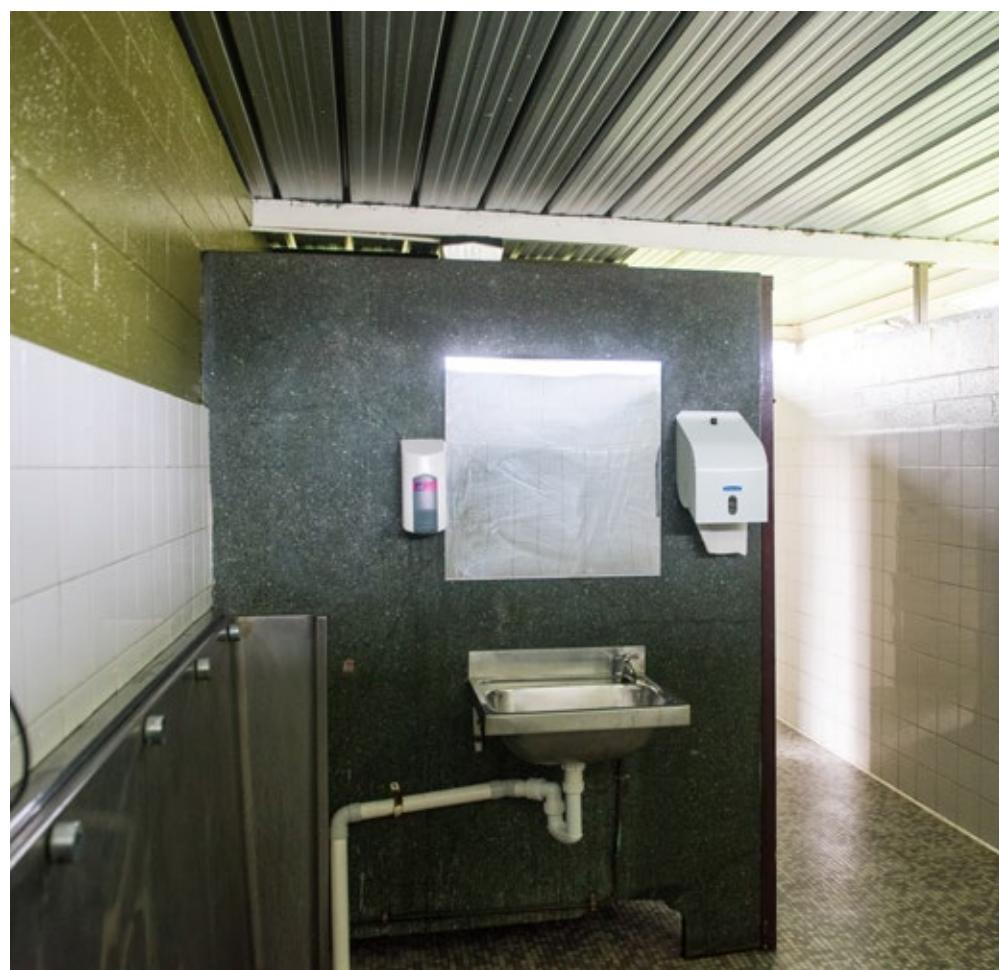
Male



The main safety issues identified in the City's toilets are inadequate lighting, wet floors, the need for a clean and friendlier atmosphere, provision of easy access and improved security of the space.

KEY OPPORTUNITY

To improve toilet design and management to increase community perception of safety and comfort when using public toilets.



6. DESIGN AND SUSTAINABILITY

BUILDING DESIGN

Current trends in public toilet design take into account contemporary views about social inclusion, the need for cost effective, universal and gender neutral designs and environmental sustainability.

Typically, newer toilets have smaller footprints, are often combined with other facilities such as information booths and cafés and are located in prominent, higher use areas. They have fewer but more accessible cubicles that are more likely to be gender neutral with doorways opening directly to the street and contain wash areas in full public view.

An important change in toilet design is the removal of external screens and vestibules, to minimise concealment and internal walls, partitions and ledges.

Contemporary designs include strong consistent visual cues that reflect that the building is a public toilet. Some authorities have treated public toilet design as contemporary architectural and art pieces that stand out. However in more environmentally sensitive areas public toilets are often designed to blend in.

Transportable urinals are also increasingly common in inner city night economy locations that can be removed after peak use times.

There is a trend towards using prefabricated and combination buildings and fully automated toilets.

Fully automatic modular toilets include fully automated systems and features. They are gender neutral, accessible, can be customised to include audio and be equipped with remote monitoring functionality.

Fully automated toilets are relatively expensive to provide, are energy intensive and are considered to not be suitable for Hobart.

SITING

The following factors to consider when siting a public toilet are:

- high use location that has high visibility and public surveillance
- access for ease of maintenance and servicing
- position of seating to avoid loitering in close proximity
- environmental and cultural heritage values



- proximity to commuter hub and car parks with bicycle storage
- management presence
- opportunities for an accessible path of travel for people using a mobility device

ENVIRONMENTAL SUSTAINABILITY

The nature of a toilet system appropriate to the context and environmental footprint will be determined by a large range of site factors.

Therefore the site selection and design of a new toilet should include a site capability assessment. The assessment should determine the optimal toilet system, building design and management system that factors in the site and associated environmental and cultural heritage values.

Many remote, natural area locations in Hobart require use of accredited wastewater management systems such as aerated wastewater treatment systems, composting toilets, and hybrid systems, or systems that require all waste to be removed from the site.

Some on-site wastewater treatment systems that provide secondary treated effluent could be an option in the City's parks where water can be treated.

These systems are suitable for surface spray irrigation and toilet flushing.

Key design elements for public toilets that promote environmental sustainability include:

- passive solar access or a combination of solar and power sources
- natural ventilation
- low energy light fittings on timers or sensors
- 4 star ratings on fittings
- water harvesting and practical reuse of water
- automatic fittings and fixtures
- use of no water, rainwater or low flow mains water
- use of green walls or green roofs
- a small footprint with minimal environmental impact

FITTINGS AND FIXTURES

Internal surfaces and fittings need to be easy to maintain, clean and replace, impermeable and difficult to deface, damage or stain.

Where possible fittings should be internalised with few moving parts, durable and where possible automated to reduce water and energy consumption.

KEY OPPORTUNITIES

To utilise informed siting and design to maximise environmental sustainability of the public toilets in Hobart.

To utilise a consistent suite of fittings and fixtures in public toilets that are easy to maintain, replace, are impermeable and are difficult to deface or damage.

To develop a sustainable, cost-effective and transferable design for remote area toilets.

7. INFORMATION AND PROMOTION

Promotion and signage of public toilets is essential to ensure that residents and visitors know where public toilets are located. Signage and promotion is as important as the provision of a facility.

Most people look for public toilets when they need them. However many users, such as people with a disability, older people and families with small children need to plan their activities before leaving home. They require up-to-date information that can be sourced online through websites, online maps or Apps.

ON-SITE AND OFF-SITE INFORMATION

Prominent, standardised, well located street and park signage showing the location and approximate distance to a facility is essential for the public to locate toilets. It provides a more enjoyable experience for people coming into the City and in turn builds on the liveability, amenity and economy of Hobart.

The directional signage should be supported by strong identifiable features or colours with well located prominent signage on the toilet building.

Information needs to be large and have high luminescence contrast for users with vision impairment.

The more people know about a toilet, the more it will get used and the safer it will feel.

CURRENT SITUATION

Currently signage and information associated with public toilets is poor. There is not one central information point for information about public toilets in Hobart, or one consistent map.

There are several different City of Hobart maps with toilets on them. The Visitor Information Centre does not carry a map promoting toilets.

There are several online sites where Hobart's public toilets are being promoted. These sites vary in accuracy, quality and relate to toilets owned and/or managed by different organisations including the City.

The City's management system for public toilet information and promotion requires improvement. One specific Council Unit should be made responsible for maintaining the

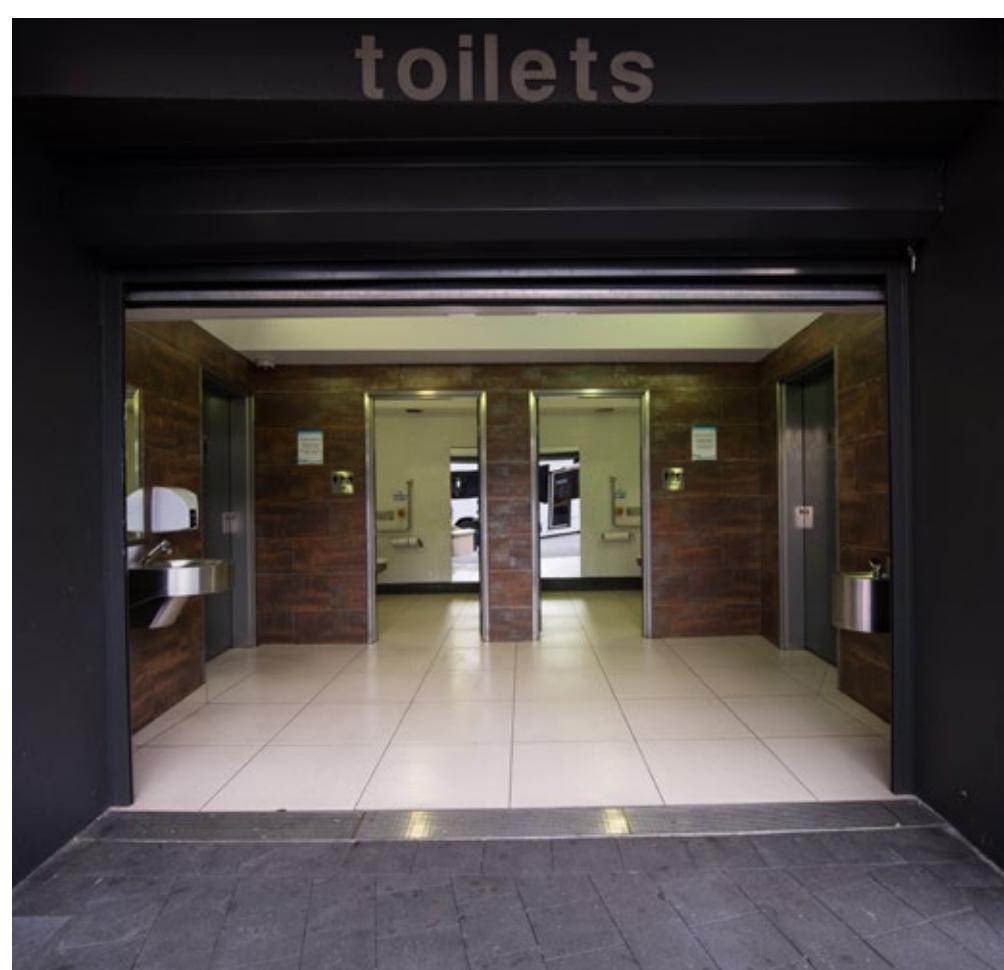
public toilet map and information sources to ensure information is kept up-to-date and information sources are maintained and kept consistent and relevant.

KEY OPPORTUNITIES

To provide consistent and accessible information about public toilets in Hobart, in different formats and media.

To provide more effective and identifiable directional and informational signage about toilets in the street and on facilities.

To provide one map of public toilets that includes information on accessibility, opening hours and the facilities offered.



8. MANAGEMENT AND CLEANING

The ongoing effective management of toilets is key to ensuring the expectations of the community are met.

At present toilets owned by the City are managed by a range of Units in various Divisions within the City's corporate structure. This fragmentation does not help with a consistent approach and requires review.

There is a need to ensure that service standards are identified, agreed and documented. These standards should include cleaning requirements as well as the approach to be taken for maintenance and repair.

At present the majority of toilets managed by the City are serviced and cleaned by the City's own workforce. Those employees however are currently located in various Units (in differing Divisions).

There are also a few sites cleaned by contractors which are subject to a public tendering process.

Care needs to be taken to ensure consistency of approach, however a mix of in-house and contract cleaning is seen as preferable to ensure a cost effective approach.

Most toilets require servicing seven days per week.

It is also the case that toilets can be as clean as the last person who used them. A freshly cleaned toilet can be soiled soon after servicing. This can result in subsequent users feeling that the toilet has not been cleaned for a long period.

The installation of 'last cleaned' signage can address such circumstances. The signage can also provide a contact number to be called and enable poor presentation, damage or graffiti to be reported.

Protocols have also been established to photograph and log all toilet graffiti before removal. The information logged is provided to the Tasmania Police who undertake investigations and endeavour to identify culprits.

The rapid repair of damage is essential. Protocols need to be established which introduce service response times to ensure appropriate attention is provided.

To help establish cleaning and other standards it is necessary for the usage of toilets to be closely monitored. The installation of counters to provide statistical usage data is required accordingly.

Traditionally the City has relied upon security contractors to lock and unlock facilities that have restricted overnight access. With the acceptance of the need to continue to restrict 24 hour access to all facilities investigations are needed to identify technology that will enable toilets to be remotely locked and unlocked.

Each toilet is recorded as an asset in the City's database. A review of the lives of toilets as an asset is required. Whilst the building itself will have a long life, it must be recognised that an internal refurbishment of heavily used toilets will be required on a more regular basis.

To have public toilets that are managed efficiently, kept current, clean and well maintained with opening hours managed to meet demand.



9. COMMUNITY VIEWS

The preparation of the strategy involved significant community and stakeholder engagement.

Prior to the development of the draft strategy preliminary engagement was undertaken with stakeholders and the community. Posters were erected in the City's public toilets seeking comment on community perceptions on gaps in provision and current issues with the ability to comment online or via the project Facebook page.

Following completion of the draft strategy a four week period of community engagement was also undertaken with targeted engagement with key stakeholders. Twenty four submissions were received.

Appendix 5 provides details regarding the outcome of these processes.



10. STRATEGIC DIRECTIONS FOR PUBLIC TOILETS IN HOBART

This section of the strategy sets out the way forward for the future planning, development and management of public toilets in the City of Hobart for the next 10 years. It builds a vision statement based on an understanding of the key issues affecting public toilets. It presents six goals to be achieved, and a service commitment.

VISION STATEMENT

Hobart residents, visitors and workers will have convenient access to public toilets that are clean, well maintained and are suited to the broad range of community needs.

GOALS

The key goals are:

- Public toilets will be conveniently distributed to support community life and visitor activity, suit the physical context and meet likely demand.
- Public toilets will promote access to all people regardless of age, gender, ability and cultural background.
- Public toilets will be welcoming and feel safe to users.
- Public toilets will be designed to be key City infrastructure, fit for purpose, easily identified, effectively managed and minimise their environmental footprint.
- Public toilets will be well promoted through the provision of current, clear, readily available and easily read information.
- Public toilets will be kept current, clean and well maintained with opening hours managed to meet demand.

SERVICE COMMITMENT

Within 10 years all public toilets facilities throughout the City will at a minimum have the following facilities.

- lockable doors
- sharps container
- sanitary bins
- running water
- non-metal seats
- soap
- good ventilation
- be fresh smelling
- a light interior
- clear signage
- hand dryers or towels
- toilet paper
- non-slip flooring
- mirror

Gender neutral toilets that are accessible to people with a mobility device, and baby change facilities will be equitably distributed across the City.



11. RECOMMENDATIONS

DISTRIBUTION AND AVAILABILITY

1. All public toilets in the Inner City Waterfront will be located within a 200 metre radius.
 2. All public toilets outside of the waterfront area but in the Central Hobart zone will be within a 400 metre radius.
 3. All public toilets outside of the Central Hobart zone will be located to accommodate demand.
 4. Investigate the longer term need for new City of Hobart toilets in the following locations:
 - Old K&D brick works subdivision, Giblin Street, New Town-
 - The new Tolmans Hill Park
 - Knocklofty Reserve car park
 - Macquarie Point – in future development
 - South Hobart and Lenah Valley Shopping precincts
 - Lenah Valley Road Entrance to Wellington Park
 - Battery Point foreshore
 - Hobart Rivulet Park - lower section between Molle and Gore Streets
 - Wellington Park – Junction Cabin
 - Wellington Park - St Crispin's Well
 - Wellington Park - Big Bend
 - Wellington Park - The Chalet
 - Queens Domain summit
 - Harrington Street area
 - Elizabeth Street between Melville Street and North Hobart
 5. Work with developers and other entities to provide and promote the development of non-Council public toilets.
 6. Provide increased public availability to the Mather's House accessible toilets (lower floor).
 7. Provide alternative late-night/24-hour open for event toilets in mid Sullivans Cove and the north west CBD by developing a transportable toilet. The transportable system will provide a number of toilets that will serve Salamanca Place on weekends and events.
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8. Sign and negotiate further access to:
 - Princes Wharf No. 1 public toilets
 - The City Waterside Pavilion, between October and March
 9. Explore options for remote locking and unlocking of toilets and "open on demand" technology, to prevent vandalism, but make toilets available when required.
 10. Investigate the provision of public showers at the Franklin Square toilets and as a component of the refurbishment of the Argyle Street Car Park toilets.
 11. Investigate improved and equitable distribution of parenting rooms.
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ACCESS

12. Enhance the distribution of accessible toilet provision across the City. .
 13. Each time a toilet is to be upgraded and refurbished, if the location does not have an accessible toilet, ensure that at least one cubicle is upgraded to be accessible where the physical constraints allow.
 14. Where possible provide a "changing places" style accessible toilet in key inner city locations.
 15. Where accessible toilets are provided seek to provide an associated accessible car space.
 16. All toilets are to be audited for accessibility compliance within the next 3 years.
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SAFETY AND SECURITY

17. Ensure that all new toilets and all toilet refurbishments consider the principles of Safety by Design.
 18. Assess the safety and welcome factors of each site before refurbishing toilets or designing new facilities.
-

DESIGN AND SUSTAINABILITY

19. Encourage smart contemporary architectural design that includes strong, consistent visual cues for new public toilets.
 20. Undertake a detailed site capability and siting assessment prior to designing new toilets.
 21. Introduce environmentally sustainable elements in all new toilets and refurbishments.
 22. Investigate, design and construct a cost effective, transferable and sustainable toilet for remote areas.
-

INFORMATION AND PROMOTION

23. Provide consistent, accessible and up to date information about public toilets in Hobart, in different formats and mediums.
 24. Review and upgrade all directional and on-building signage relating to public toilets in Hobart, including wayfinding, to ensure that signage is clear, consistent, and compliant in which toilet facilities are clearly identifiable and convey a unified brand that meets relevant Australian standards and uses standardised, universally recognised symbols in signs, rather than English names.
 25. Ensure that the location and facilities provided in public toilets are well promoted through:
 - up-to-date information that is available through a range of mediums
 - one single source of information
 - a range of outlets
 - a range of digital mediums including the City's website, 'apps' and other digital maps
 26. Use one consistent name for public toilets ("toilets") in all promotion and signage.
 27. Promote the existing parenting rooms in the City.
-

MANAGEMENT AND CLEANING

28. Centralise all operational responsibilities associated with the toilets managed by the City. All toilets (including those located in multi storey car parks and Wellington Park) are to be assigned as an asset managed by the City's Parks & and City Amenity Division
 29. Responsibility for the cleansing of all toilets managed by the City is to be centralised with the City's Cleansing & Solid Waste Unit.
 30. Clear and specific service standards are to be developed for the cleansing of all the City's toilets.
 31. Toilets will be cleaned and serviced by a mix of in-house and contracted service providers. The specification for the servicing will however be consistent.
 32. Staff and contractors are provided with regular training on agreed service standards and issues relevant to provision, use and management of public toilets and social inclusion.
 33. Last cleaned signage to be installed in all toilets maintained by the City.
 34. Service standards are to be developed to ensure maintenance issues are dealt with promptly and effectively.
 35. The repair and maintenance of all the City's toilets is to be recorded, reviewed and evaluated to inform changes to hours of availability and design elements.
 36. Protocols are to be developed to ensure all graffiti is photographed, logged and reported to Tasmania Police as removed.
 37. Signage will provide contact details to encourage users to report cleansing and maintenance issues.
 38. Utilise emerging technologies such as 'apps' to encourage reports of damage or poor presentation of the City's toilets.
 39. Identify emerging changes in the design and management of public toilets and consider incorporation of such changes as appropriate.
 40. Maintain strong communication between maintenance staff and those undertaking planning, design and marketing of public toilets through a regular public toilet forum.
 41. Continue to increase the number of fixtures and fittings that are of a non-touch design.
 42. Adopt an inventory of standard City of Hobart toilet fixtures and fittings to ensure consistency of approach.
 43. Install counters on the City's toilets to monitor and evaluate usage and demand.
 44. A review of the asset lives of the City's toilets is to be undertaken to reflect increasing service needs.
 45. The available hours of all toilets is to be continually reviewed to optimise availability whilst limiting damage through vandalism.
 46. Identify appropriate technology to enable toilets to be remotely locked and unlocked.
-

COMMUNITY VIEWS

47. Provide regular opportunities for communication regarding public toilets with the City's advisory groups, Government, businesses, TasPorts, Chamber of Commerce, hospitals and UTas.
 48. Undertake regular community and user surveys to determine community and visitor satisfaction regarding the City's public toilets.
-

STRATEGY GOVERNANCE

49. Review the Public Toilet Strategy annually with a major review to be undertaken in 5 years.
-



Public titles
for disabled
and elderly
centres
washrooms
this way

← tassie
home loans
Syntecic
abion
CONSULTING



ACKNOWLEDGEMENTS

The support and assistance of @leisure Planners is acknowledged in contributing to the development of this document.

Photography:

All but page 13, 19 and 34: Alastair Bett

Page 13 and 34: Brian Pigdon

Page 19: Adam Muyt



APPENDIX 1.

TOILETS IN HOBART: DETAILS AND WORKS REQUIRED



NO.	NAME	ADDRESS	OWNERSHIP	OPENING HOURS	BABY CHANGE & PARENTING ROOM	COMPLIANCE ACCESSIBILITY STANDARDS	RECOMMENDED WORKS
1	Long Beach Surf Life Saving Pavilion	646A Sandy Bay Rd, Sandy Bay (Behind Surf Life Saving Club)	Council	24hrs		Yes	Internal refurbishment Review opening hours
2	Long Beach Playground	Long Point Rd, Sandy Bay	Council	24hrs		No	Remove and relocate closer to the BBQ/ Playground
3	Prossers Restaurant	Prossers. Longpoint, Reserve, Sandy Bay	Council	24hrs		No	Complete redevelopment in partnership with 3rd party
4	Nutgrove Beach Reserve	Nutgrove Beach, Sandy Bay	Council	24hrs		No	Create an accessible path of travel Review opening hours to summer only
5	Queenborough Oval	Nelson Rd, Sandy Bay	Council	Only when ground is booked		No	Develop a program to upgrade toilets in line with approved Master Plan
6	University of Tasmania	Sandy Bay Campus	UTas				Third party provider
7	Mt Nelson Signal Station	Mount Nelson	Crown			No	Third party provider
8	Mt Nelson Oval	555 Nelson Rd, Mount Nelson	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)		No	Improve accessibility
9	Tolmans Hill	Location of proposed playground	Council				Investigate provision of new toilet
10	Waterworks Reserve No. 2 (DDA)	220 Waterworks Rd, South Hobart	Council	Opening hours of reserve	BC	Yes	Internal refurbishment Review opening hours
14	Knocklofty Reserve	Location to be determined in planning				Investigate future need for a new facility	
15	Washington Street Playground	6 Washington St, South Hobart	Council	24hrs	No	Major refurbishment	
16	South Hobart Oval	Washington St, South Hobart	Council	Only when ground is booked		No	Internal refurbishment Review opening hours
17	South Hobart shopping precinct	Macquarie St, South Hobart					Investigate future need for a new facility
18	Fitzroy Gardens	Fitzroy Cres, Sandy Bay	Council	24hrs		No	Internal refurbishment Review opening hours
19	Parliament Street Oval	Parliament St, Sandy Bay	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)		No	No works required
20	Woolworths - Bay Village Shopping Centre	King St, Sandy Bay	Private	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)	BC	Yes	Major refurbishment Develop sub-lease arrangement

NO.	NAME	ADDRESS	OWNERSHIP	OPENING HOURS	BABY CHANGE & PARENTING ROOM	COMPLIANCE ACCESSIBILITY STANDARDS	RECOMMENDED WORKS
21	Marievile Esplanade	Marievile Esp, Sandy Bay	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)	BC	No	No works required
22	Battery Point	Location to be confirmed					Investigate future need for a new facility
23	Princes Park	Salamanca Place, Battery Point	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)	BC	No	Remove and replace
24	Salamanca Arts Centre Alcove	Salamanca Place, Salamanca (within Salamanca Arts Centre)	Private/ Council Lease	6 am – 9 pm	BC	Yes	Major Refurbishment completed. Sub -lease arrangement
25	Princes Wharf Shed No. 1	Castway Esp, Sullivans Cove, Hobart	Crown			Yes	Third party provider
26	Salamanca Square (Kennedy Lane)	Salamanca Square, Salamanca	Council	6 am – 9 pm	BC	Baby change room	Major redevelopment completed
27	Parliament Square Precinct	Between Davey St and Parliament Ln, Hobart	Private				Third party provider. Currently underway
28	St Davids Park	Sandy Bay Rd, Hobart	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)	BC	Yes	Internal refurbishment
29	Hobart Rivulet Park– lower section	Hobart Rivulet Park between Molle St and Gore St, South Hobart					Investigate future need for a new facility
30	Centrelink	Barrack St, Hobart	Private				Third party provider
31	Village Cinemas	Collins St, Hobart	Private		BC		Third party provider
32	Harrington St	Harrington St, Hobart	Council	Closed			Demolish & investigate need for a new facility nearby
33	Centrepoint Shopping Centre	Murray St, Hobart	Council	Mon-Fri 9 am – 5.30 pm Sat 9 am – 4 pm Sun 10 am – 4 pm	BC,PR	Yes	No works required
34	Myer Hobart	Murray St, Hobart	Private		BC, PR		Closed 26/11/15.
35	Cat and Fiddle Arcade	Elizabeth St Mall, Hobart	Private		BC		Third party provider
36	Myer Hobart	Liverpool St, Hobart	Private				Third party provider

NO.	NAME	ADDRESS	OWNERSHIP	OPENING HOURS	BABY CHANGE & PARENTING ROOM	COMPLIANCE ACCESSIBILITY STANDARDS	RECOMMENDED WORKS
37	Mather's House (accessible lower level)	Bathurst St, Hobart (Mather's Lane)	Council	Mon–Fri 10 am – 2 pm	BC	Yes	Review public availability and opening hours
38	State Library of Tasmania	Murray St, Hobart	Private		BC		Third party provider
39	Hobart Central Car Park	Melville & Bathurst St, Hobart	Council	Mon–Fri 8 am – 6.30 pm Sat 8.30 am – 5.30 pm Sun 10 am – 4 pm	BC, PR	Yes	Internal refurbishment
40	UTas Hobart Apartments	Melville St, Hobart	Private				Third party provider
41	Vodafone Central Car Park	Cnr Bathurst & Argyle St, Hobart	Private		BC		Third party provider
42	Wellington Centre	B/w Argyle, Liverpool St & Wellington Ct, Hobart	Private				Third party provider
43	Argyle St Car Park	Argyle St, Hobart	Council	Mon–Sun 7 am – 10 pm	BC, PR	Yes	Major refurbishment by third party
44	Trafalgar Car Park	Macquarie St, Hobart	Council	open Centre hours 6 am – 7 pm	BC, PR	Yes	No works required
45	Franklin Square	Elizabeth St, Hobart	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time) and one 24 Hour toilet	BC	Yes	No refurbishment works required. Review capacity to accommodate shower facility
46	Hobart Town Hall	Macquarie St, Hobart	Council	Mon–Fri 8.30 am – 5.15 pm		Yes	No works required
47	Maritime Museum	Argyle St, Hobart (next to Council Town Hall)	Private				Third party provider
48	Waterside Pavilion	Morrison St, Hobart	Council	Open for events		Yes	Create public access to toilets
49	Elizabeth St Pier	Elizabeth St, Sullivans Cove, Hobart	Private		BC		Third party provider
50	Kings Pier Marina	Franklin Wharf	TasPorts, Private				Negotiate public toilet access
51	TMAG (Tasmanian Museum & Art Gallery)	Davey & Macquarie St, Hobart	Crown		BC		Third party provider
52	Market Place Car Park (Sultan Holdings)	Market Pl, Hobart (next to City Hall)	Private				Third party provider
53	Hobart Private Hospital	Corner Collins and Argyle St, Hobart	Private				Third party provider

NO.	NAME	ADDRESS	OWNERSHIP	OPENING HOURS	BABY CHANGE & PARENTING ROOM	COMPLIANCE ACCESSIBILITY STANDARDS	RECOMMENDED WORKS
54	Royal Hobart Hospital	Liverpool St, Hobart	Private		BC		Third party provider
55	UTas Creative Industries and Performing Arts Development	Argyle St, Hobart	UTas/Private				Third party provider
56	Henry Jones IXL building	Hunter St, Hobart	Private		BC		
57	Macquarie Wharf No. 1	Hunter St, Hobart	Private			Yes	Under construction, Third party provider. Negotiate public toilet access
58	Macquarie Point	Evans St, Hobart	Private				Continue to work with developers in the development of new toilets
59	Queens Domain – John Colvin Stand	McVilly Dr, Regatta Grounds, Hobart	Council	Open for events		No	Review to develop program for upgrades
60	Queens Domain Regatta Grounds	McVilly Dr, Regatta Grounds, Hobart	Council	24hrs		No	Remove existing and replace with new facility
61	Domain Tennis Centre, Car Park	Davies Ave, Hobart (back of centre, off car park)	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)		No	No works required
62	TCA Ground	Domain Rd, Queens Domain, Hobart	Council	Open for events and bookings			Develop a program to upgrade all toilets in line with approved Master Plan
63	Royal Tasmanian Botanical Gardens	Off Lower Domain Rd, Queens Domain	Crown				Third party provider
64	Domain Athletics Centre	Domain Rd, Queens Domain	Council	Open for events and bookings		Yes	Internal refurbishment
65	Soldiers Memorial Community Hub	Domain Rd, Queens Domain	Council	Daylight hrs			Develop new facility
66	William Keith Eltham Pavilion - Soldiers Memorial Oval	Domain Rd, Queens Domain	Council	Open for events		Yes	No works required
67	North Hobart Oval	Argyle St, North Hobart	Council	Toilets on Argyle St end open 24hrs. Toilets at bottom of Plaster Stand - open for events			Develop a program to upgrade toilets in line with approved program
68	Soundy Park	Corner of Burnett & Argyle St, North Hobart	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)	BC	Yes	No works required

NO.	NAME	ADDRESS	OWNERSHIP	OPENING HOURS	BABY CHANGE & PARENTING ROOM	COMPLIANCE ACCESSIBILITY STANDARDS	RECOMMENDED WORKS
69	Swan St	Corner Elizabeth & Swan St, North Hobart (behind post office)	Council	24hrs		No	Remove and replace
70	Burnett St	Condell Place, North Hobart (car park)	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)		No	No works required
71	North Hobart Skate Park/ Cultural Park	Corner of Tasma & Murray St, North Hobart	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)		Yes	Remove and replace
72	John Doggett Park	33-39 Lochner St, West Hobart	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)		No	Internal refurbishment
73	Caldew Park	40 Hill St, West Hobart	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)		No	Internal refurbishment. Review opening hours
74	West Hobart Oval	Hamilton St, West Hobart	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)		No	Internal refurbishment. Review opening hours
75	Friends Park	17-19 Mellifont St, West Hobart	Council	24hrs		No	No works required
76	Mt Stuart Park	Benjafield Terrace, Mt Stuart	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)	BC	No.	No works required
77	Lenah Valley shopping precinct	Augusta Rd, Lenah Valley	Private				Investigate future need for a new facility
78	Clare St Oval	Bedford St, New Town	Council	24hrs		No	Remove and replace
79	Centro New Town Shopping Centre	Risdon Rd, New Town	Private				Third party provider
80	Cornelian Bay Reserve	19 Queens Walk, New Town	Council	24hrs	BC	Yes	Internal refurbishment.Create accessible path of travel
81	Queens Walk Oval	Queens Walk, New Town	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)		No	Create accessible path of travel
82	New Town Oval	4-10 St Johns Ave, New Town	Council	Open for events and bookings		No	Further review to establish program.
83	K&D Brickworks development	Giblin St, New Town	Council				Investigate future need for a new facility

NO.	NAME	ADDRESS	OWNERSHIP	OPENING HOURS	BABY CHANGE & PARENTING ROOM	COMPLIANCE ACCESSIBILITY STANDARDS	RECOMMENDED WORKS
84	John Turnbull Oval	20 Creek Rd, Lenah Valley	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)		No	No works required
85	Ancanthe Park	268 Lenah Valley Rd, Lenah Valley	Council	24hrs		No	Remove and replace in accordance with master plan
86	Wellington Park, Lenah Valley Road entrance	Lenah Valley Rd, Lenah Valley	Council				Investigate future need for a new facility
87	Wellington Park – Junction Cabin	kunanyi /Mt. Wellington	Council				Investigate future need for a new facility
88	Wellington Park – The Pinnacle	kunanyi /Mt Wellington	Council	8 am – 10 pm (1 Sep – 30 Apr) and 8 am – 4.30 pm (1 May – 31 Aug)	BC	Yes	No works required
89	Wellington Park - The Springs	kunanyi /Mt Wellington	Council	7 am – 6 pm and 7 am – 8 pm (Daylight Savings time)		No	Develop a new facility in partnership with others
90	Wellington Park – Fern Tree Park	Huon Rd, Fern Tree & kunanyi /Mt Wellington	Council	24hrs		No	Remove and replace
91	Wellington Park- St Crispins Well	kunanyi /Mt. Wellington	Council				Investigate future need for a new facility
92	Wellington Park- Big Bend	kunanyi /Mt. Wellington	Council				Investigate future need for a new facility
93	Wellington Park-The Chalet	kunanyi /Mt. Wellington	Council				Investigate future need for a new facility
94	Queens Domain- The Summit	Queens Domain	Council				Investigate future need for a new facility



APPENDIX 2.

SCHEDULE OF WORKS FOR PUBLIC TOILETS – 2015 – 2025 AND BEYOND



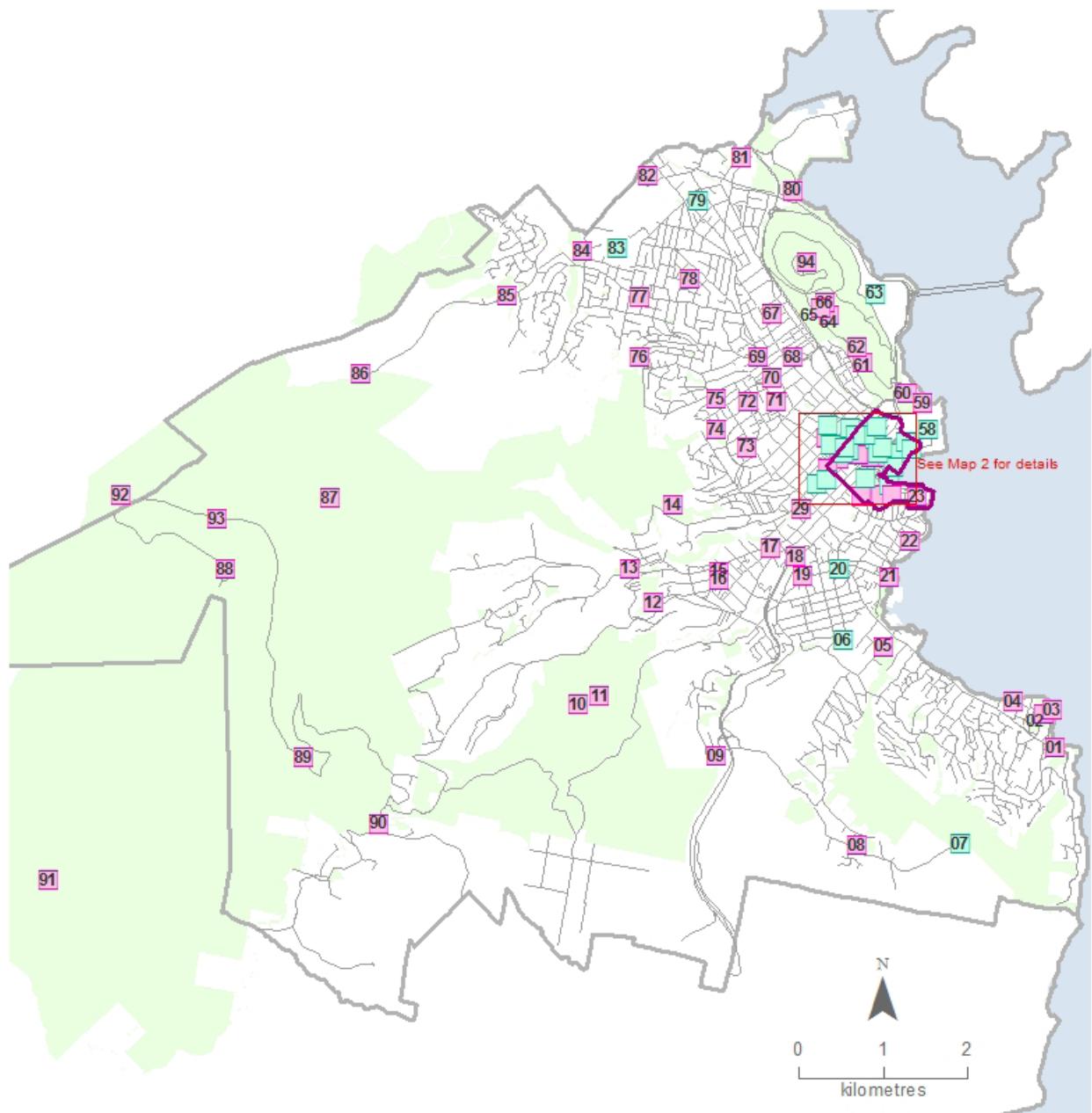
	TOILET	WORKS	TOTAL	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
73	Caldew Park	Internal refurbishment	\$85,000	\$85,000									
74	West Hobart Oval	Internal refurbishment	\$85,000				\$85,000						
75	Friends Park	Accessible toilet provision	\$100,000								\$100,000		
76	Mt Stuart Oval	No works required	\$0										
77	Lenah Valley shopping precinct	Provide new facility	\$250,000										\$250,000
78	Clare St Oval	Remove & replace	\$200,000						\$200,000				
79	Centro New Town Shopping Centre	3rd Party Provider	\$0										
80	Cornelian Bay	Internal refurbishment	\$100,000								\$100,000		
81	Queens Walk Oval	Accessible toilet provision	\$100,000									\$100,000	
82	New Town Oval	Further review to establish program	\$400,000					\$200,000		\$200,000			
83	K&D Brickworks Development	Provide new facility	\$250,000								\$250,000		
84	John Turnbull	No works required	\$0										
85	Ancanthe Park	Remove & replace	\$300,000		\$300,000								
86	Wellington Park- Lenah Valley Rd entrance	Investigate new facility	\$150,000									\$150,000	
87	Wellington Park- Junction Cabin	Investigate new facility	\$150,000					\$150,000					
88	Wellington Park- Pinnacle	No works required	\$0										
89	Wellington Park- Springs	New toilet in partnership with others	\$0										
90	Wellington Park- Fern Tree Park	Remove & replace	\$250,000			\$50,000	\$250,000						
91	Wellington Park- St Crispins Well	Investigate new facility	\$150,000						\$150,000				
92	Wellington Park- Big Bend	Investigate new facility	\$150,000							\$150,000			

	TOILET	WORKS	TOTAL	2015/2016	2016/2017	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025
93	Wellington Park - The Chalet	Investigate new facility	\$150,000						\$150,000				
94	Queens Domain - The Summit	Investigate new facility	\$250,000			\$50,000	\$200,000						
95	Late night economy transportable toilets	New toilet facility	\$150,000		\$150,000								
	Annual allocation for accessibility upgrades		\$450,000		\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000	\$50,000
		Funding Required	\$12,585,000	\$1,770,000	\$1,555,000	\$1,200,000	\$1,135,000	\$1,300,000	\$1,000,000	\$1,200,000	\$1,000,000	\$1,000,000	\$1,425,000
	Already in budgets	Asset Replacement funding	\$1,720,000	\$1,035,000									
	Not included in budgets	Asset Replacement funding	\$8,000,000	\$460,000	\$1,055,000	\$950,000	\$1,135,000	\$1,000,000	\$750,000	\$650,000	\$750,000	\$850,000	\$400,000
		New Asset Program	\$3,550,000	\$275,000	\$500,000	\$250,000	\$0	\$300,000	\$250,000	\$550,000	\$250,000	\$150,000	\$1,025,000
		New Facility to be provided											
		Toilets provided by others											



APPENDIX 3.

MAP 1: PROPOSED PLAN FOR PUBLIC TOILETS: CITY OF HOBART MUNICIPAL AREA



■ Toilet - CoH owned/leased (see Appendices 1 & 2 for details)

■ Toilet - 3rd party-provided (see Appendices 1 & 2 for details)

■ Inner CBD - requiring distance to toilet < 200m

■ Municipal boundaries

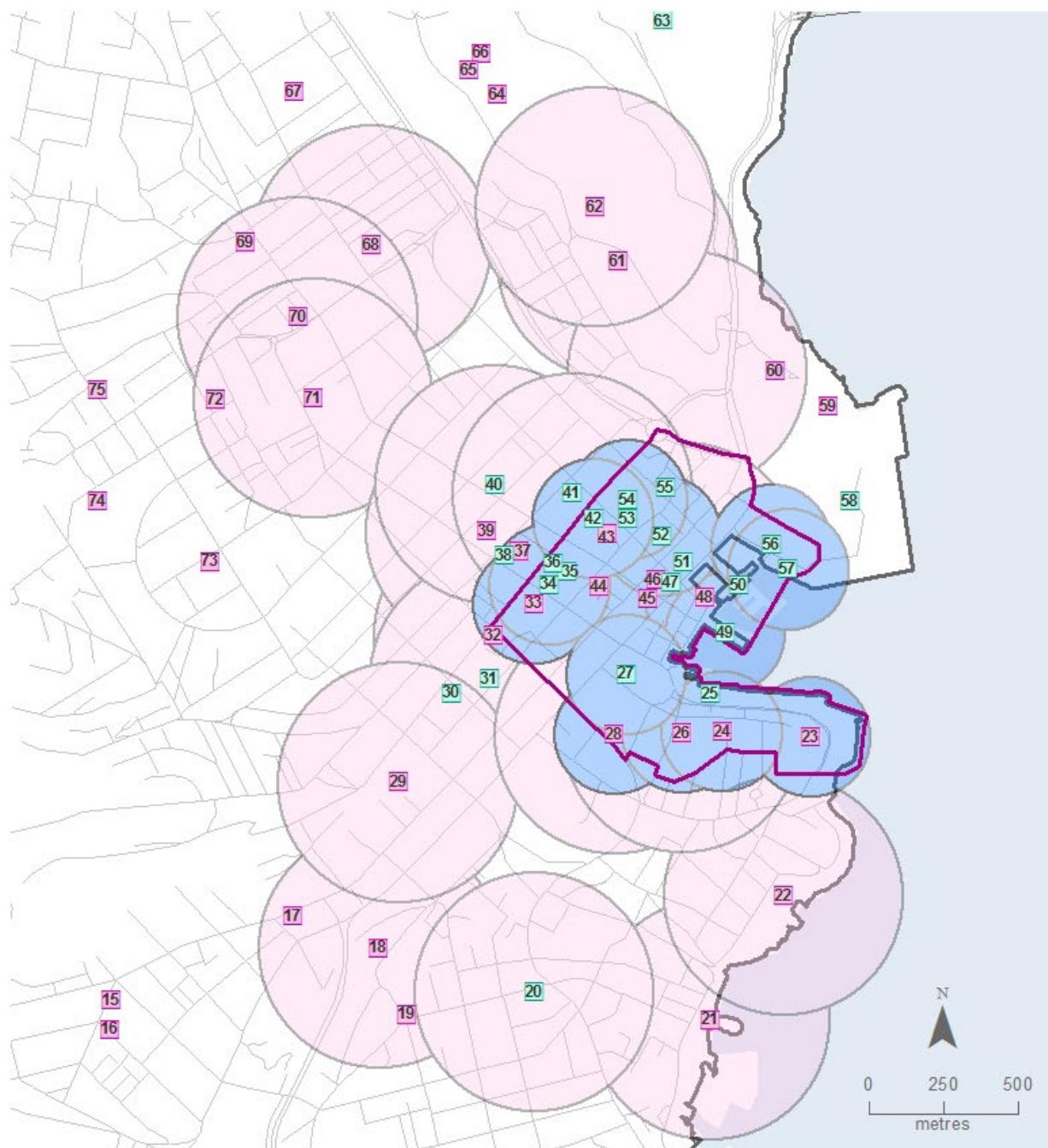
— Road centre lines

■ Public open space

Date: January 2016
 Created by: smithmb@hobartcity.com.au
 Data Source: City of Hobart
 Map Purpose: Representation of information contained in the City of Hobart Public Toilet Strategy 2015-2025

APPENDIX 4.

MAP 2: PROPOSED PLAN FOR PUBLIC TOILETS: CITY OF HOBART INNER CITY AND WATERFRONT



Toilet - CoH owned/leased (see Appendices 1 & 2 for details)
Toilet- 3rd party-provided (see Appendices 1 & 2 for details)

Inner CBD - requiring distance to toilet < 200m

Distance to toilet < 400m

Distance to toilet < 200m

Road centre lines

Date: January 2016
Created by: smithmb@hobartcity.com.au
Data Source: City of Hobart
Map Purpose: Representation of information contained in the City of Hobart Public Toilet Strategy 2015-2025

APPENDIX 5.

SUMMARY OF ISSUES RAISED IN COMMUNITY ENGAGEMENT

Preliminary engagement contributing to the development of the public toilet strategy included erecting posters in most City public toilets seeking community views the City's toilet network, gaps in provision and services. People commented online or through a project Facebook page. Notices were also placed in the local Mercury newspaper; and it was promoted on the City's website. Fifty-one (51) submissions were received either through commentary on the project Facebook page , online submission or hard copy. Stakeholders and internal staff were also engaged through meetings, email or phone calls.

Following Council approval, in the final draft public toilet strategy was released for a four week period of community engagement. Again notices were erected in public toilets and the newspaper. The City's new public engagement platform 'Your Say' was used to promote the draft strategy. 200 people visited the platform and nearly 100 downloaded the draft strategy.

Twenty- four (24) submissions were received and the draft strategy has been amended. The issues commented on are summarised as follows:

ISSUE	NO
STRATEGY SUPPORTED	7
COMPLAINTS ABOUT STRATEGY FORMAT AND DIGITIZED MAPS	2
FIXTURES AND FACILITIES Concerns about toilet seat designs, weight of doors, disposal bins, hooks for bags and colostomy bags; floor drainage improvements, taps, door handles, hand wash facility locations, hand drier locations and noise, ventilation, toilet facility design	23
PROVISION AND GAPS Demolition of Harrington Street toilet and lack of provision in this area (3); lack of afterhours toilets between Liverpool and Argyle Streets (3); Elizabeth Street Mall (2); Sandy Bay shopping village (3); Salamanca and night time economy (2); North Hobart 24 hour (1); Domain summit (1)	19
INFORMATION AND PROMOTION High priority for improved information and promotion through consistent apps & improved universal signage (7); specific location based signs at toilets (4)	11
ACCESSIBILITY Improved access for zimmer frames and need for accessibility definition in the document	2
CLEANING Improved signage for temporary facility closure when cleaning	2

APPENDIX 6. POLICY AND PLANNING FRAMEWORK

RELATIONSHIP WITH OTHER COUNCIL PLANS/POLICIES

The Hobart 2025 Strategic Framework provides a long-term vision for the City. The Framework states in 2025 Hobart will be a City that:

- Offers opportunities for all ages and a city for life
- Is recognised for its natural beauty and quality of environment
- Achieves good quality development and urban management
- Is highly accessible through efficient transport options
- Builds strong and healthy communities through diversity, participation and empathy, and
- Is dynamic, vibrant and culturally expressive

The City has a number of policies and plans that are relevant to this plan. These include:

CITY OF HOBART STRATEGIC PLAN 2014-2019

The City of Hobart (CoH) Strategic Plan 2014-2019 acknowledges the importance of amenity and safety to the people of Hobart.

Priority Area 4 provides for "Strong Safe and Healthy Communities". It states that the Council's focus will be continuing "to improve community safety and public health, promoting healthy and active lifestyles."

An additional strategic objective states that the City will "improve management and utilisation of community facilities and open spaces"

COH CHILDREN & FAMILIES STRATEGY 2014-2019

Key relevant issues from strategy include:

- Need for increased promotion and communications of services, activities and venues;
- A need for the City to be more child and family friendly; and
- A need for improvements to the physical accessibility within City of Hobart infrastructure.

COH EQUAL ACCESS STRATEGY 2014-2019

- Priority Area 2 - Accessible buildings, infrastructure and streetscape; and
- Monitor new City of Hobart developments and upgrades at the design stage and regularly monitor and review existing facilities including public toilets.

COH SOCIAL INCLUSION STRATEGY 2014-2019

Key relevant guiding principles in the strategy include:

- Promoting and providing equity and access to all City of Hobart's activities, programs, facilities and services; and
- Utilising a whole-of organisation approach to address the barriers that exclude people from full participation in community life.

The Action Plan recommends under Vibrant Places:

- Provide equal access to the City of Hobart's public facilities under best practice design principles.

MASTER PLANS

There are a number of site specific master plans that provide direction concerning public toilets.

Master plans that have implications for public toilet provision include:

- Hobart Rivulet Park Strategic Master Plan 2011
- Franklin Square Master Plan 2014
- Queens Domain Master Plan 2013
- Queenborough Oval Master Plan 2015
- Ancanthe Park Master Plan 2015
- Fern Tree Park Visitor Node Master Plan, and
- Macquarie Point Strategic Framework & Master Plan 2015-2030 (in preparation)

CITY OF HOBART INTERIM PLANNING SCHEME 2015

The City of Hobart Planning Scheme has no provisions for public toilets. The Building Code of Australia covers this requirement.

However if a planning application identifies that public toilets are to be included in a new development, public toilets are then included as condition of approval on the planning permit.

OTHER LEGISLATION

Other key legislation that has implications for provision and design of public toilets includes:

- National Construction Code Volume 1: Building Code of Australia 2013;
- Disability (Access to Premises – Buildings) Standards 2010;
- Federal Disability Discrimination Act 1992;
- Tasmanian Anti-Discrimination Act 1998;
- Plumbing Code of Australia;
- Tasmanian Building Act 2000; and
- A range of Australian Standards

There is no statutory requirement for the provision of public toilets in parks. This is a community service obligation.

BUILDING CODE OF AUSTRALIA 2013

The Building Code of Australia 2013 is the legal standard for the design of building work on any Class 2 – 9 buildings in Tasmania. Since its 2011 edition, the BCA (in Part D3) has incorporated revised access provisions (Access to Premises – Buildings) Standards 2010.

There is provision in the BCA to calculate provision of public toilets for outdoor events (Tasmanian Appendix H123.10).

The Tasmanian Appendix to BCA Volume One, Section D, Access and Egress, includes the Tas Performance Requirements and at Tas D3, Deemed-to-Satisfy Provisions.

THE TASMANIAN BUILDING ACT 2000

In Tasmania the Building Act 2000 requires all building and plumbing work to be undertaken to a standard set by the National Construction Code.

The National Construction Code creates the: Building Code of Australia (BCA), Volume One and Two; and Plumbing Code of Australia (PCA) as Volume Three. This regulation is in place to ensure the integrity of the built environment and the amenity of that environment.

Provisions in the Building Act 2000 specify that building professionals (e.g. building surveyors, designers, architects etc) must be accredited with the Director of Building Control.

Plans must be submitted by accredited professionals on approved forms (e.g. Form 35A architects & designers; Form 35B – hydraulics etc).

Part F2.3 of the Code provides a very complex non-linear table that calculates the requirements for sanitary facilities for specific developments. This includes:

- department stores & shopping centres
- restaurants, cafes and bars (threshold > 20 seats requires one disabled access toilet and one urinal)
- hospitals
- schools
- art galleries
- sport venues
- public halls

PLUMBING CODE OF AUSTRALIA

There is a requirement in the Plumbing Code of Australia (PCA) for certain plumbing and drainage materials and products to be certified and authorised for

use in a plumbing or drainage installation. These materials and products are certified and authorised through the application of the WaterMark Certification Scheme.

The PCA includes a Tasmanian appendix, which provides for local (State) authorisation and accreditation of certain plumbing products and systems. These include septic tanks, on-site wastewater management systems and unique plumbing products.

A number of Waterless Composting Toilets (WCT) are accredited for use as an on- site wastewater management system in Tasmania. These may

be appropriate for use in remote locations such as Wellington Park. The PCA requires that if a sewer is present, a toilet should be connected to it.

Several aerated wastewater treatment systems and hybrid systems are accredited for use as an on site wastewater management system in Tasmania.



THESE FACILITIES ARE
CLEANED AND MAINTAINED
BY HOBART CITY COUNCIL

To report an issue please call 6226 2790 or 6226 2718





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