

Engagement Summary Report

Ballarat Public Toilet Strategy 2023



Contents

01 Introduction

02 What We Heard

Appendix Consultation materials and promotion

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Project overview

Project overview and context

The City of Ballarat is developing a Public Toilet Strategy to guide the future provision of public toilets across the municipality. The Strategy will set out principles, priorities and actions that will help to inform City of Ballarat’s decision making processes and future investment.

CoFutures has been engaged by the City of Ballarat to develop the Public Toilet Strategy and to lead an inclusive and wide-reaching community and stakeholder engagement process.

This report provides a summary of findings based on stakeholder and community feedback received during Phase 1 of the consultation process held between April - June, 2023. The findings of this report will be used to inform the development of the Draft Public Toilet Strategy.

Project stages

The development of the Public Toilet Strategy is being undertaken in five broad stages, outlined in the diagram below. There are two distinct phases of engagement that are planned to be undertaken throughout the development of the Strategy.



Engagement context

Objectives of engagement

In order to gather feedback from stakeholders and the community that can directly shape the outcomes of the project, it is important to ensure that consultation is meaningful, inclusive and engaging.

Consultation for this project is being undertaken in accordance with City of Ballarat's Community Engagement Framework (2019), which embeds the IAP2 core values for public participation.

The design of this engagement plan has been crafted to:

- **Be timely** – occur throughout the project before, during and after the release of the key documents, to provide stakeholders with the opportunity to provide feedback at key milestones.
- **Be genuine and constructive** – provide transparent and genuine opportunities for the community to be involved in shaping the Draft Strategy.
- **Be engaging** – provide a mix of face-to-face and online engagement opportunities to maximise participation and reach.

Developing the Plan

Prior to commencing community engagement, City of Ballarat staff and internal stakeholders were invited to provide feedback to inform the development of the community engagement plan. Several workshops were conducted to determine what approach would be best with the local community and how to best promote the project.

Following these discussions, an Engagement Plan was developed and the community consultation process was confirmed. The Engagement Plan included a range of consultation and promotional activities. A summary of each of these consultation touch points is provided on the following pages.



Engagement activities

Table 1 – List of engagement activities undertaken in Phase 1

Engagement activity		
Internal City of Ballarat Workshop	April 2023	<ul style="list-style-type: none"> An internal City of Ballarat Workshop was held on 5 April, to provide an overview of the project to internal stakeholders. A presentation was provided, which included an introduction to the project and key focus areas for the new Public Toilet Strategy. The engagement strategy was also presented, with a list of consultation activities and the gaps in knowledge they aimed to address. Opportunities were also provided for the internal stakeholders to give feedback, advise of any other considerations for the project team, and ask questions.
Councillor Briefing	April 2023	<ul style="list-style-type: none"> A presentation to City of Ballarat Councillors was given on 19 April, with an overview and introduction to the project. The presentation provided the main objectives and components of the project, as well as an overview of the engagement strategy and how it aimed to address gaps in knowledge. Councillors were encouraged to ask the project team any questions they had about the project and its process.
Special User Group Targeted Engagement	April 2023	<ul style="list-style-type: none"> Targeted engagement sessions were held with special user groups of public toilets from the City of Ballarat. These included: <ul style="list-style-type: none"> LGBTIQA+ Panel (18 April) Intercultural Advisory Committee (18 April) Disability Advisory Committee (28 April) Homelessness Advisory Reference Committee (26 May) These sessions provided an overview of the project and an outline of the engagement approach. The purpose of these sessions was to understand the needs of specific user groups. Opportunities for open-ended discussions and questions about specific issues, concerns and priorities was also provided.
Community Pop Ups	May 2023	<p>Community Pop Ups were held at the Ballarat Farmers Market on 27 May, and at Bridge Mall on 3 June.</p> <p>The Pop Ups aimed to raise awareness of the project, while giving community members an opportunity to provide feedback on the following questions about public toilets in the City of Ballarat:</p> <ul style="list-style-type: none"> What is important to you when it comes to public toilets? Tell us about public toilets in Ballarat. <p>Participants could place stickers under the public toilet features they deemed most important to them. They could also write any other feedback on post-it notes and place it on the corresponding board.</p>

Engagement activity		
Online Interactive 'Pinpoint' Map	May 2023	<ul style="list-style-type: none"> An interactive 'pinpoint' map was available until 25 June, on the Ballarat MySay website. Participants were asked to make comments on existing public toilets in the municipality, or to show where they thought public toilets were needed, by dropping 'pins' on the map. This activity enabled users to think about and provide their feedback in a visual way, prompting spatial thinking regarding the distribution of public toilets across the City of Ballarat.
Online Survey	May 2023	<ul style="list-style-type: none"> A survey comprising 13 questions was available on the Ballarat MySay website until 25 June. Hardcopy versions of the survey were also available on request. The survey contained a mix of multiple choice and open-ended questions. These questions aimed to gather both demographic and values-based information relating to public toilets and their use across the municipality. The questions were structured in a way to be engaging and quick to answer. They were also designed to prompt thinking about the diverse needs of various public toilet users, and consider practical design features of public toilet facilities.
Submissions	May 2023	<ul style="list-style-type: none"> Seven emails were received from various stakeholders, ranging from businesses, organisations and City of Ballarat teams to individual community members. The emails contained feedback relating to different aspects of public toilet design, and included points to be considered by the project team in preparing the Public Toilet Strategy.

Promotion and communication

Table 2 – Summary of project promotion and communications

Engagement activity	Description
Social media	<p>Opportunities to engage with the project were advertised on City of Ballarat's social media throughout the community consultation process. These social media posts included information about the project, ways to get involved, and links to the project website.</p> <p>Reminders were posted on City of Ballarat's Facebook page about the Community Pop Ups and the Public Toilet Strategy survey.</p>
Digital screens	<p>Content promoting the Public Toilet Strategy and consultation process was displayed on digital screens around City of Ballarat offices.</p>
Email signatures	<p>City of Ballarat officers used email signatures containing a graphic banner which promoted the Public Toilet Strategy and consultation process.</p>
Print media & press release	<p>An overview of the project and opportunities for consultation were published in print media and in press releases from the City of Ballarat. These articles were available on the City of Ballarat's website.</p> <p>City of Ballarat's e-newsletter - Ballarat MyNews - also promoted the project and consultation activities. The e-newsletter has an approximate reach of 5,000 people.</p>
Sticker campaign	<p>Stickers were displayed on the back doors of every City of Ballarat owned and managed public toilet (circa 57). These stickers contained information on the project and consultation activities. The QR code on the stickers directed residents to the project page on City of Ballarat's website.</p>
Flyers	<p>Flyers with information about the Public Toilet Strategy and consultation process were distributed around the municipality.</p> <p>The flyers contained a QR code directing users to the project page on the Ballarat MySay website, and the link to the online survey and interactive map was also provided.</p>
Radio promotion	<p>A City of Ballarat representative appeared on community radio on 10 July, to promote the project, discuss its progress, and provide information about future consultation opportunities.</p>
Static Display	<p>Signs which aimed to promote the project were placed in a shop window in Bridge Mall. The signs contained an overview of the project and the municipality's existing public toilet network. Information about how the community could get involved in consultation was also displayed, and a QR code could be scanned to lead the public directly to the project consultation website.</p>



HAVE YOUR SAY

HAVE YOUR SAY TODAY!

The Ballarat Public Toilet Strategy

[illegible]

02

What we heard

Summary of what we heard

TOTAL PARTICIPATION

648

Pieces of unique feedback recieved

334

Total survey responses



35

Days of consultation



145

Map comments



7

Written submissions



155

Information session attendees



30+

Stakeholder meeting attendees

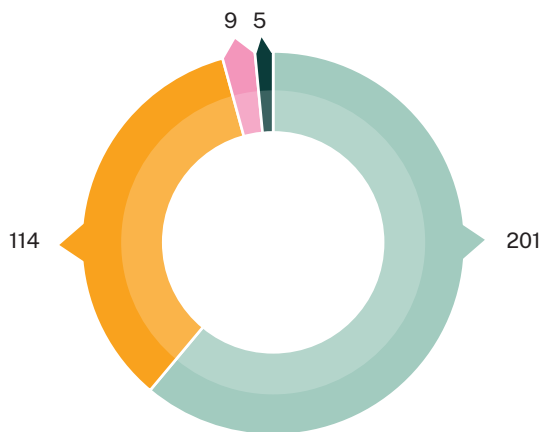


1100

Website visits

GENDER OF PARTICIPANTS

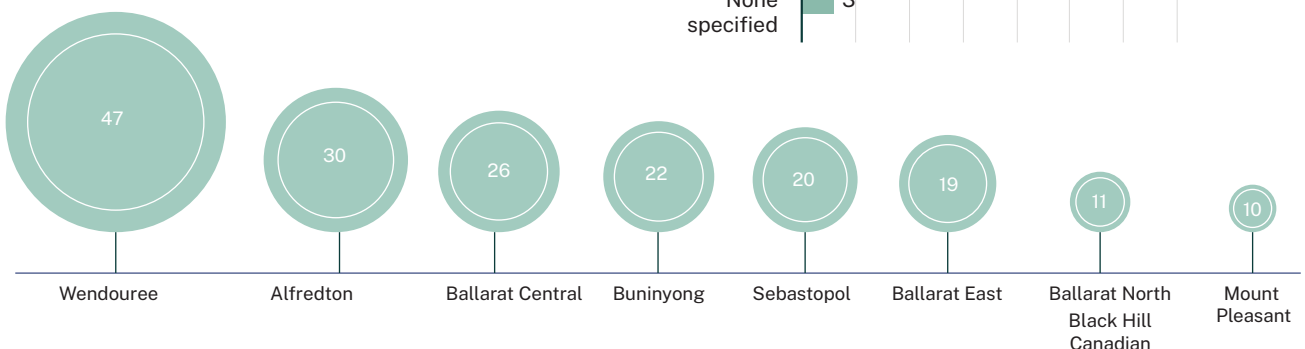
Total no. of responses = 329



Female Male Prefer not to say Non binary

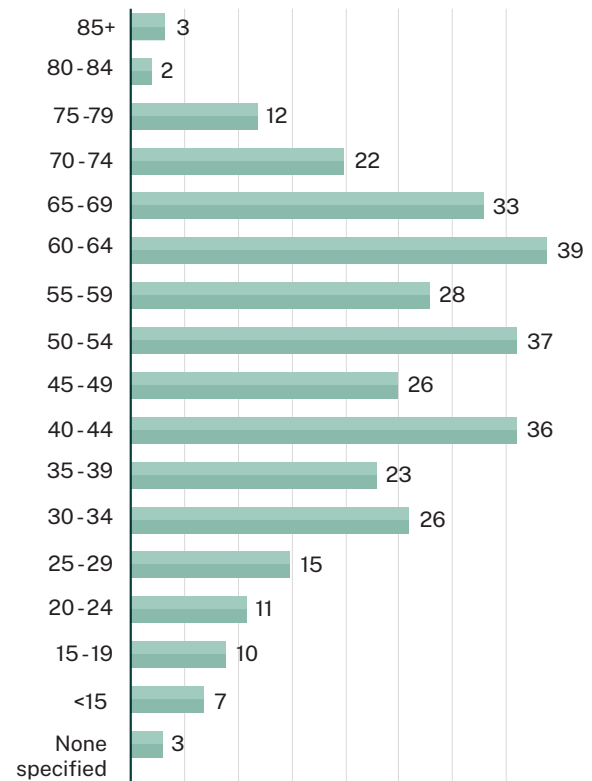
LOCALITY OF RESPONDENTS

Total no. of responses = 317



PARTICIPANT AGE GROUPS

Total no. of responses = 333



Summary of key topics

Table 3 – Summary of key topics

Topic	Feedback summary
Most important community priorities	<ul style="list-style-type: none"> • Cleanliness • Safety • Location • Condition • Accessibility
Most mentioned public toilets for improvement	<p>Overall, there were only a handful of public toilets which consistently reoccurred in public feedback:</p> <ul style="list-style-type: none"> • De Soza Park Public Toilets • Little Bridge Street Public Toilets • Albert Street -Parent Place Public Toilets • Alfred Walk Public Toilets
Most frequently cited locations with no public toilets or limited access	<p>The following locations were the most frequently cited as ‘gaps’ in the existing network of facilities:</p> <ul style="list-style-type: none"> • Black Hill Reserve • Victoria Park • Wendouree West Recreation Reserve
Most important design features	<ul style="list-style-type: none"> • Baby change facilities • Increased circulation space • General cleanliness in public toilets • Hand soap • Toilet paper • Hand drying facilities
Preferred typology of public toilet	<ul style="list-style-type: none"> • The majority of survey responses indicated openness towards any combination of public toilet typology including toilet blocks, individual cubicles and co-located facilities.
Other key areas for improvement	<ul style="list-style-type: none"> • Increasing the signage and promotion of toilets, particularly those around Lake Wendouree. • Providing more family-friendly features in public toilet facilities located near parks and playgrounds. • Ensuring that sufficient public toilets are provided near busy shopping areas.

Feedback about specific public toilets

City of Ballarat owned and managed facilities

- Survey respondents were mostly concerned about cleanliness, sense of safety, accessibility and location of existing public toilet facilities.
- Many felt that the design of existing public toilets is currently inadequate, and that fixtures and fittings do not currently meet the needs of all public toilet users.
- Several comments raised concerns about the capacity existing toilet facilities being able to serve highly-frequented locations such as parks and playgrounds.

What the community said

- ‘These toilet facilities are in poor condition for such a busy location.’ (De Soza Park Public Toilets)
- ‘These toilets are dreadful and it’s such a shame the old toilet block was removed...I avoid them at all costs unless I’m absolutely desperate.’ (Little Bridge Street Public Toilets)
- ‘These feel so unsafe tucked around the back, not comfortable using them at all.’ (Albert Street Toilets - Parent Place)
- ‘Nicely maintained and always clean.’ (Lake Wendouree - South Gardens Public Toilets)

Table 4 – Most frequently cited locations / facilities - City of Ballarat owned

Toilet name	Feedback
De Soza Park Public Toilets	<ul style="list-style-type: none">• These toilets were deemed to be generally in ‘poor’ condition, with comments made about their lack of cleanliness, light and amenity.• Concerns were raised about their level of accessibility, particularly for those who require additional circulation space, i.e. people using wheelchairs or prams.• Feedback noted the importance of these toilets being fit for purpose, given their location in a park that serves many visitors.
Little Bridge Street Public Toilets	<ul style="list-style-type: none">• Many respondents said that they avoid these toilets due to concerns about safety, privacy and cleanliness.• Several comments indicated a preference for the previously separate male and female toilet block configuration.• Some responses expressed dissatisfaction with the reduction in the quantity of toilets at this facility (
Albert Street Toilets - Parent Place	<ul style="list-style-type: none">• Some users of this facility said that safety was a concern, as these toilets lack visibility from the main thoroughfare.• Feedback also indicated that fixtures and fittings are missing from this facility, i.e. toilet seats and hand soap.
Lake Wendouree - South Gardens Public Toilets	<ul style="list-style-type: none">• Feedback about this facility was generally positive, with respondents noting that it is usually clean, well-maintained, and safe compared to other public toilet facilities.• Some comments noted that generally, hand soap is needed in public toilet facilities around Lake Wendouree.

Non-City of Ballarat facilities

- Many respondents claimed to use public toilets which are managed, but not owned, by the City of Ballarat.
- Respondents were mostly concerned about the cleanliness, ease of use, and overall condition of these public toilets.

What the community said

- ‘Some existing toilet facilities are not fit-for-purpose, nor located in the safest places. This is particularly true for CBD facilities including the Bridge Mall area.’ (Alfred Walk Public Toilets)
- ‘The toilet block is well located but is pretty old. Not a very inviting space to use.’ (Big W Public Toilets)

Table 5 – Most frequently cited locations / facilities -non City of Ballarat owned

Toilet name	Feedback
Alfred Walk Public Toilets	<ul style="list-style-type: none">• Feedback noted that these toilets are not very inviting or user-friendly, with some raising concerns about the automated door locking system.• Comments mentioned that these toilets are lacking in cleanliness.• Some respondents indicated a preference for separate male and female toilets at this facility.
Big W Public Toilets	<ul style="list-style-type: none">• Some comments indicated that these toilets are often not in working condition.• Concerns were raised about the cleanliness of these toilets.• It was noted that this facility is conveniently located.

Locational gaps in the public toilet network

The community were asked to identify locations where there are currently a lack of public toilet facilities. Key findings as follows:

- Black Hill Reserve was identified as a location requiring public toilets. Comments noted the need to serve various users of amenities at the Reserve, such as the Lookout and trails.
- Respondents identified Victoria Park as a place lacking adequate public toilets, with references to the Park's southern end and Disc Golf Course.
- Several comments highlighted that Wendouree West Recreation Reserve needs public toilets, to support the community facilities located there.
- Other locational gaps were commonly identified at Wendouree Parade (opposite Loreto College) and Brown Hill Reserve, followed by Ballarat Station, Prince of Wales Recreation Reserve, Inkerman Gully Reserve, Mount Clear Recreation Reserve, and the Dementia Friendly Forest and Sensory Trail.

The table below summarises the locations that were most frequently cited amongst all community feedback, including the survey, interactive map, pop-up activity and stakeholder conversations.

Table 7 – Most frequently cited locational gaps

Location	Suburb	Summary of feedback
Black Hill Reserve	Black Hill	<ul style="list-style-type: none"> • A large proportion of responses requested public toilets at Black Hill Lookout and along its walking and cycling trails. • Several comments noted that the needs of various visitors to the park, e.g. walkers, families with children, and cyclists, are not being met. • Many respondents indicated that public toilets would enable them to stay longer at the Reserve and enjoy its amenities more.
Victoria Park	Newington	<ul style="list-style-type: none"> • Several comments noted a need for public toilets at the southern end of Victoria Park near Pine Plantation, and at the Disc Golf Course. • Responses indicated that current facilities are inadequate given the increasing number of visitors to the Park for golf tournaments and other events.
Wendouree West Recreation Reserve	Wendouree	<ul style="list-style-type: none"> • Many comments highlighted that public toilets are needed at the southern end of the Reserve, to serve users of the playground and BBQ facilities. • Some also noted that public toilets here would be useful for people using the adjoining sports facilities.
Wendouree Parade (opposite Loreto College)	Lake Wendouree	<ul style="list-style-type: none"> • Some respondents noted that public toilets around Lake Wendouree are located too far apart, since the underground public toilets have been decommissioned. • Comments noted that this is an issue, particularly for older people who may not be able to walk as far to find public toilets.

Location	Suburb	Summary of feedback
Brown Hill Reserve	Brown Hill	<ul style="list-style-type: none"> Comments indicated that public toilets are needed especially at the southern end of the Reserve, and for people using the playground or nearby trails. It was also noted that public toilets are needed to replace the facility previously located at the Brown Hill Swimming Pool.
Ballarat Station	Ballarat	<ul style="list-style-type: none"> Some comments mentioned that additional public toilets with shower facilities and adult Changing Places are required at the Station.
Prince of Wales Recreation Reserve	Ballarat	<ul style="list-style-type: none"> Respondents requested toilets and change facilities at the Reserve, noting that the Park Run takes place here.
Inkerman Gully Reserve	Ballarat North	<ul style="list-style-type: none"> Comments noted public toilets would be useful here, as many families frequent this area with the playground and nearby hospitality venues.
Mount Clear Recreation Reserve	Mount Clear	<ul style="list-style-type: none"> Feedback noted that users of the park would benefit from public toilets here that are open beyond club game days.
Dementia Friendly Forest and Sensory Trail	Canadian	<ul style="list-style-type: none"> Respondents expressed desire for public toilets to be located along this Trail.

What the community said

- ‘Black Hill really needs one. With the popularity of bikes and cycling in Ballarat, the hill really should have one by now. There are no other alternatives anywhere close by.’ (Black Hill Reserve)
- ‘It would be great to have a public toilet at this end of the park...It would be strategically located to offer maximum benefit to all park users.’ (Victoria Park)
- ‘New toilet amenities are seriously needed... close to the playground for convenience of the families visiting.’ (Wendouree West Recreation Reserve)

Other locational gaps in the public toilet network

The list below identifies other locations which were cited by the community as not having facilities. These were only mentioned once or twice across all feedback channels. These include:

- Mount Clear Recreation Reserve
- St Patrick's Point
- Pleasant Street Shopping Complex
- Buninyong Recreation Park
- Coltman Plaza
- Durham Point
- Shops opposite Ballarat Base Hospital
- Goldfields Track
- Hollioake Park Sporting Complex
- Pennyweight Park
- HomeCo Ballarat Central
- Ballarat-Skipton Rail Trail (Cuthberts Road)
- Yarrowee Creek Trail (near Apple Orchard Drive)
- Yorkdale Estate Playground
- St John's Wood south
- Lake Wendouree east (Steve Moneghetti Track)
- Sturt Street (between Albert Street and Drummond Street)
- Lucas Central Park Playground
- Truck Stop / Service Centre off Western Highway Service Road
- Lucas Lane-Mullawallah Wetlands Nature Conservation Reserve
- Arch of Victory
- Midvale Shopping Centre
- Buninyong Community Reserve
- Aldi Ballarat
- Invermay Recreation Reserve
- Robert Clark Conservatory
- Dementia Friendly Forest and Sensory Trail

Where people use public toilets

Location

To understand usage patterns and preferences, we asked respondents to identify where they prefer to use public toilets. Key findings below:

- People use public toilets in various places around the City of Ballarat, with the most common location being in parks or playgrounds.
- Privately-owned shopping areas such as supermarkets and retail stores are also popular locations for people to use public toilets.
- The train station is the place in the municipality where people use public toilets the least.
- Respondents noted that toilets should be accessible, clean, safe and easy to use when they are located in areas with high visitor numbers.
- When you combine the top four most frequently cited locations there is a relatively even split of preferences between public and private spaces.

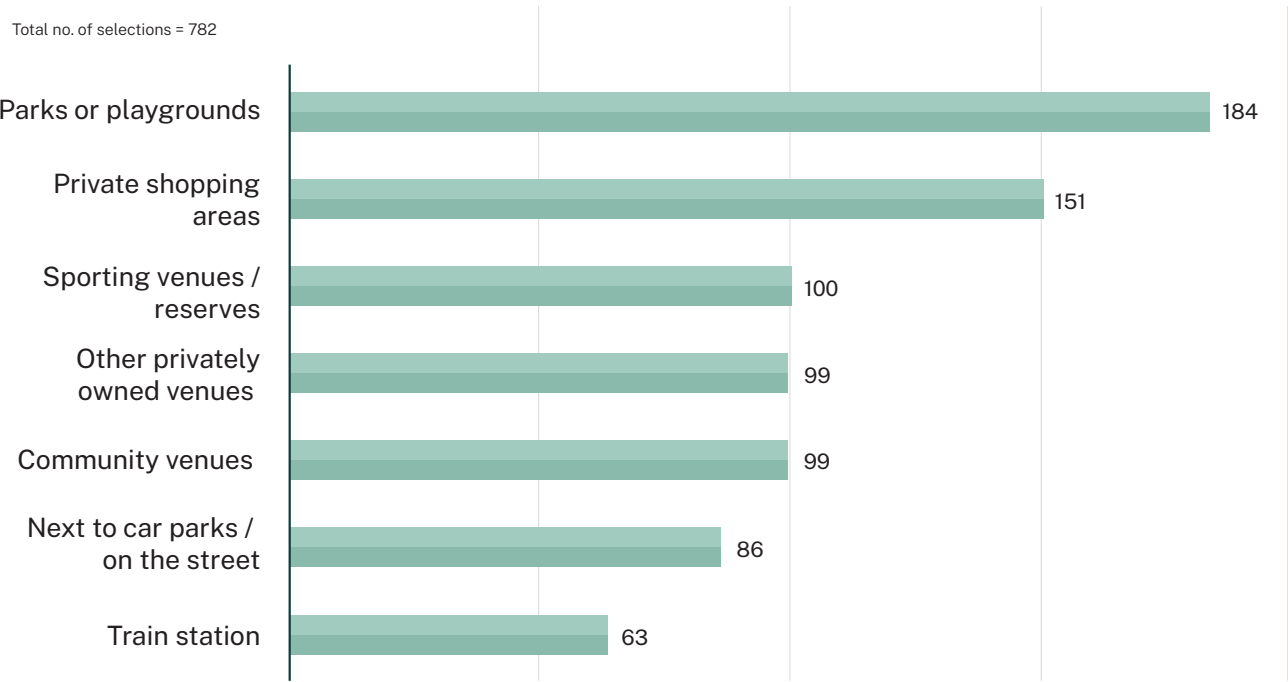


Figure 1 – Preferred location to use public toilets

Frequency

- People use public toilets around the City of Ballarat at varying frequencies, ranging from daily to hardly ever.
- The majority of survey respondents use public toilets in the municipality at least once per week.
- Many respondents cited their age, having young children, having health conditions, or the nature of their occupation, as reasons for needing to use public toilets more frequently.
- Some respondents indicated that they would prefer an increase in the opening hours of public toilet facilities across the City of Ballarat.

Total no. of responses = 331

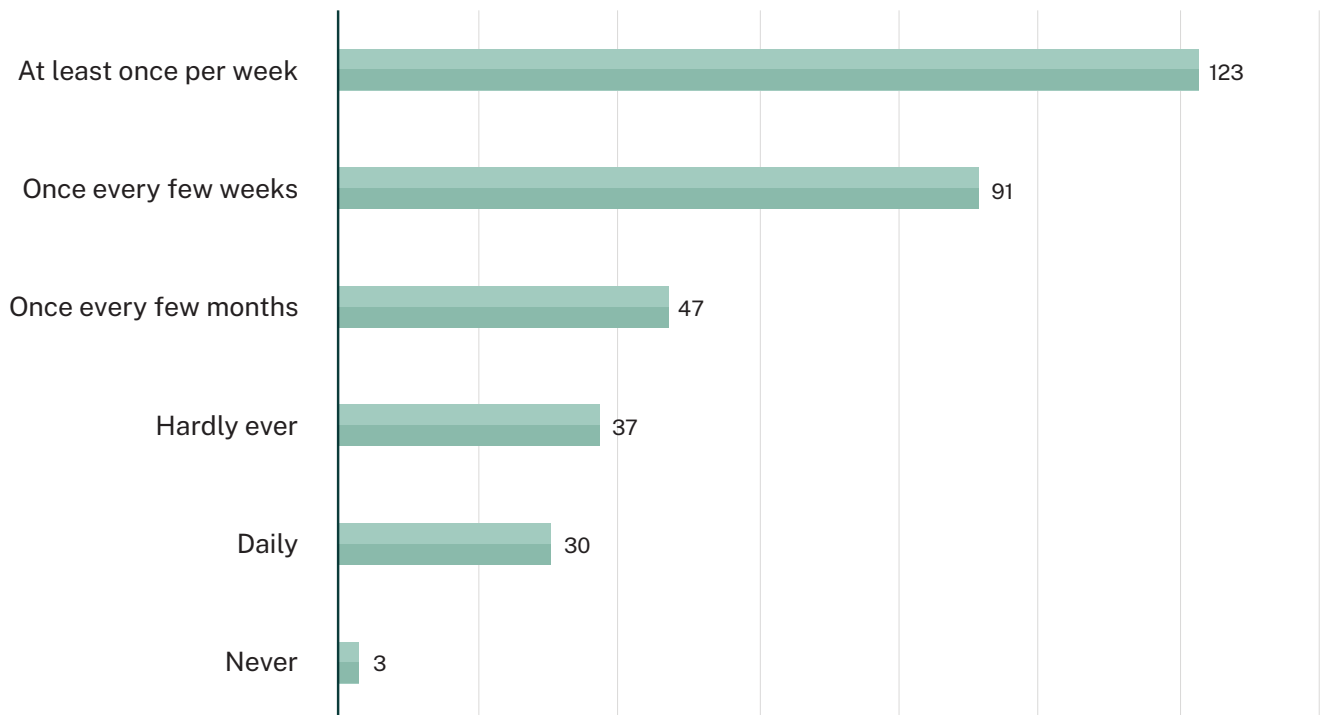


Figure 2 – Frequency of public toilet usage from survey responses

Public toilet design

Table 8 – Summary of design considerations

Most important design considerations	<ul style="list-style-type: none">• Inclusion of design features that enhance accessibility for all users of public toilets was considered important, such as more circulation space, hand rails, toilets at an appropriate height, and doors that are not too heavy.• Several respondents indicated that fixtures and fittings that improve facility cleanliness are often lacking in public toilets across the municipality. These include toilet seats, toilet paper, hand soap, hand dryers (paper and electric).
Preferred Typology	<ul style="list-style-type: none">• The most preferred public toilet typology is a mixture of typologies.• The second most preferred typology for public toilets is individual cubicles.• The least preferred typology is facilities that are co-located with other buildings.
Use and Signage	<ul style="list-style-type: none">• Several respondents noted their preference for single-sex public toilets, where these have been replaced with unisex or all-gender facilities. E.g. at Alfred Walk or Little Bridge Street.• Single-sex public toilets remained the most preferred option for use and signage of facilities.• Preference for all-gender facilities was less common, but still received significant support.

Total no. of selections = 950

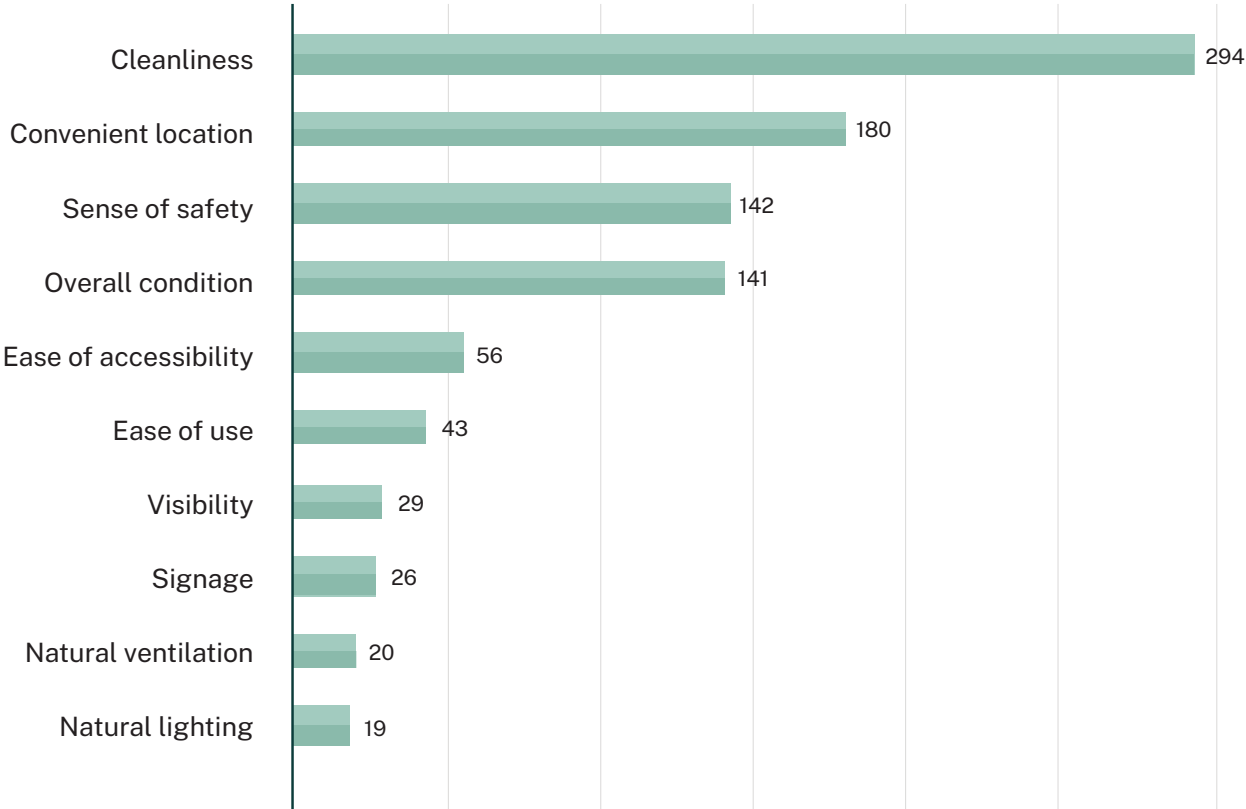


Figure 3 – Most important fixtures and fittings / design features

Total no. of responses = 313

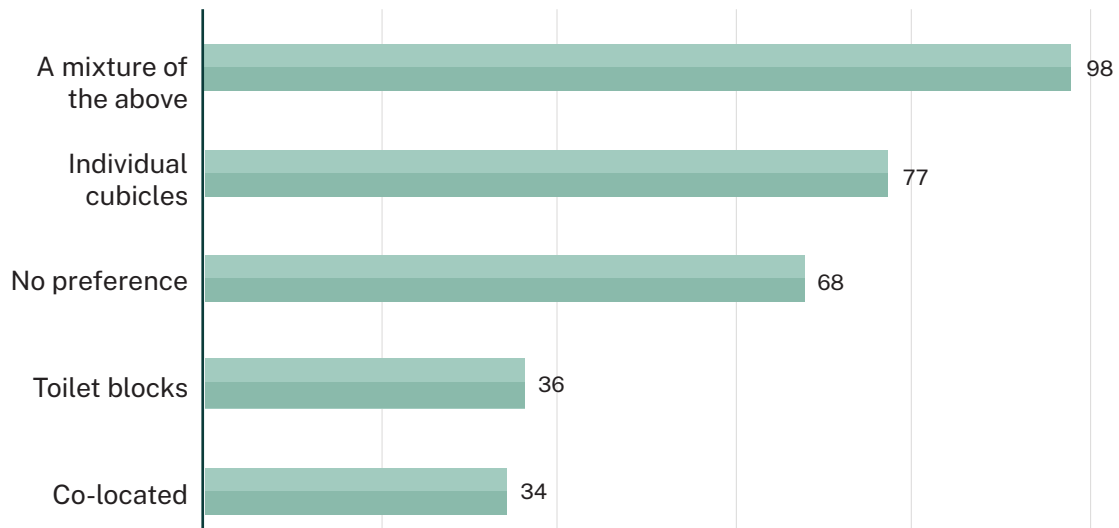


Figure 4 – Preferred typology of toilet

Total no. of responses = 315

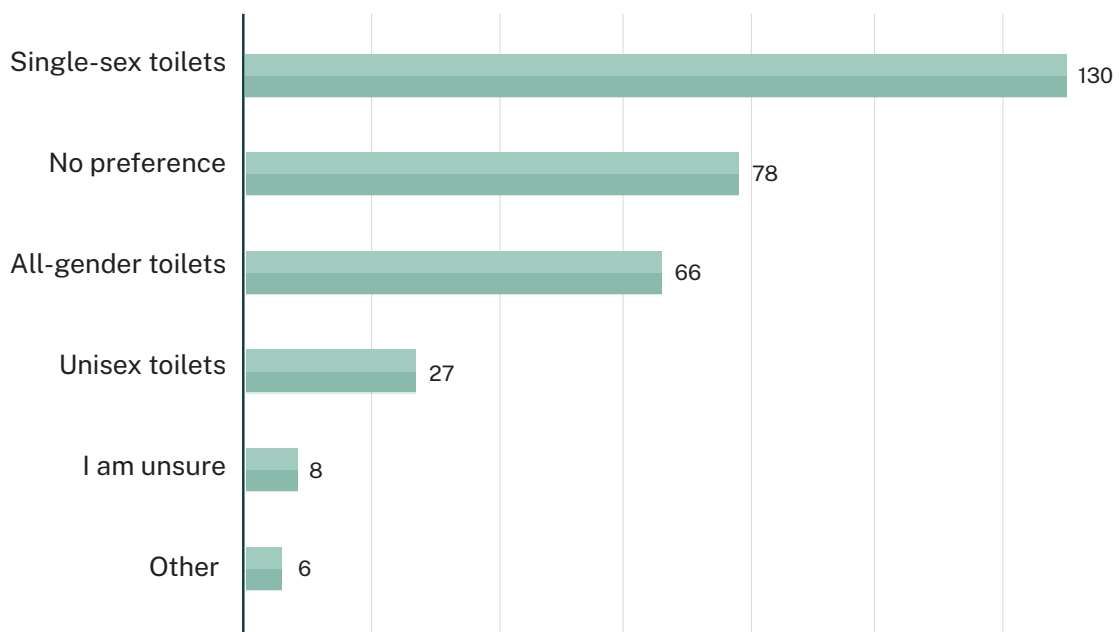


Figure 5 – Preferred gender preferences

Meeting the diverse community needs

The City of Ballarat’s Inclusion Framework outlines nine priority groups amongst the community which can face greater challenges in participating fully and equally in life.

We asked survey respondents to identify whether they identified within any (or multiple) of these groups and then to provide feedback about whether public toilets across the Ballarat municipality were meeting their needs. The graph below shows the proportion of participants who identified within one or more priority groups.

We also undertook targeted engagement with representatives from the following advisory committees:

- Intercultural Advisory Committee
- LGBTIQ+ Advisory Committee
- Homelessness Alliance
- Disability advisory committee

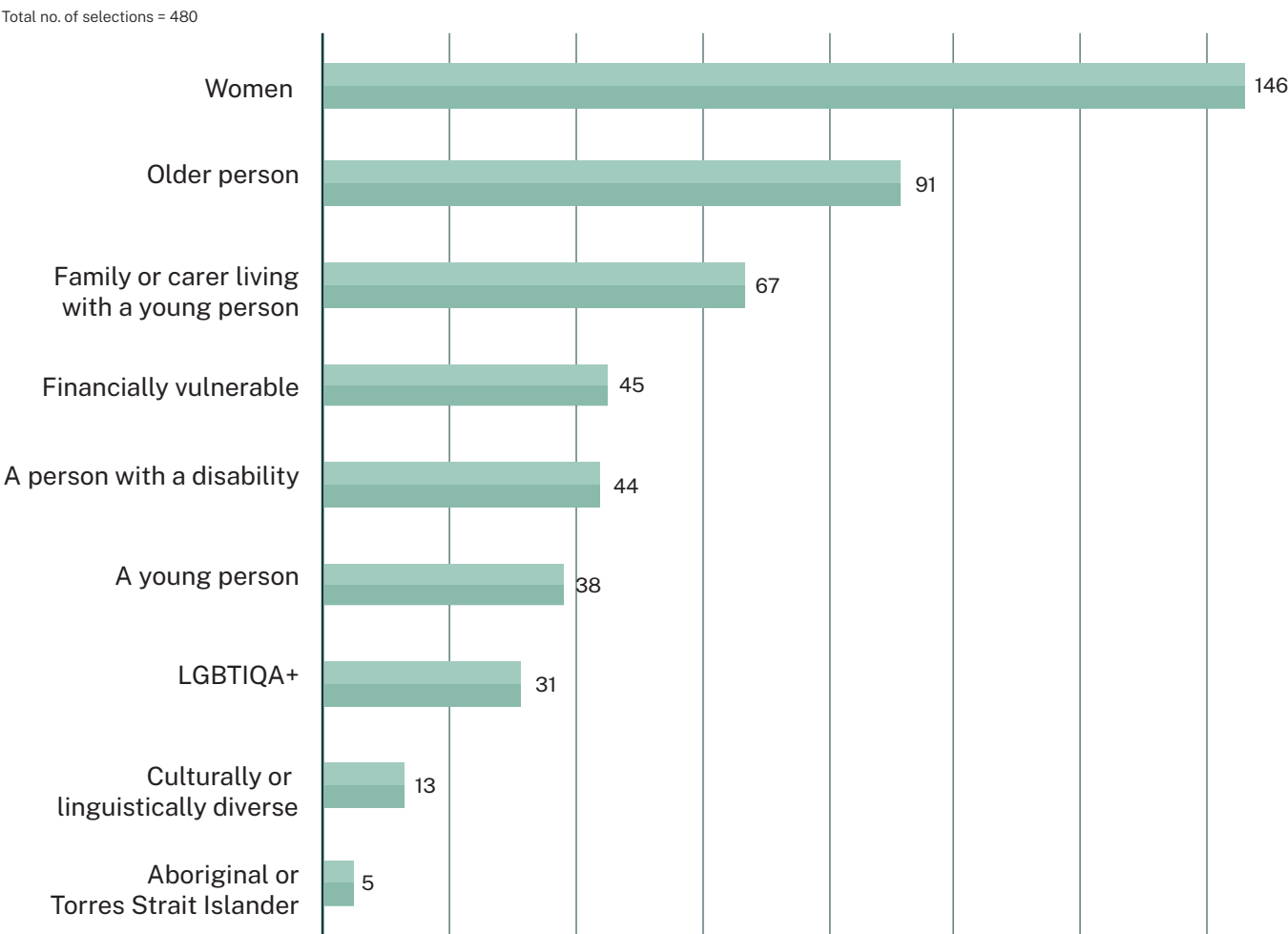


Figure 6 – Proportion of responses from respondents identifying within a City of Ballarat priority group

Based on the number of responses / selections from each priority group from the survey, the graphs below show the breakdown of 'level of agreement' that public toilets are meeting needs.

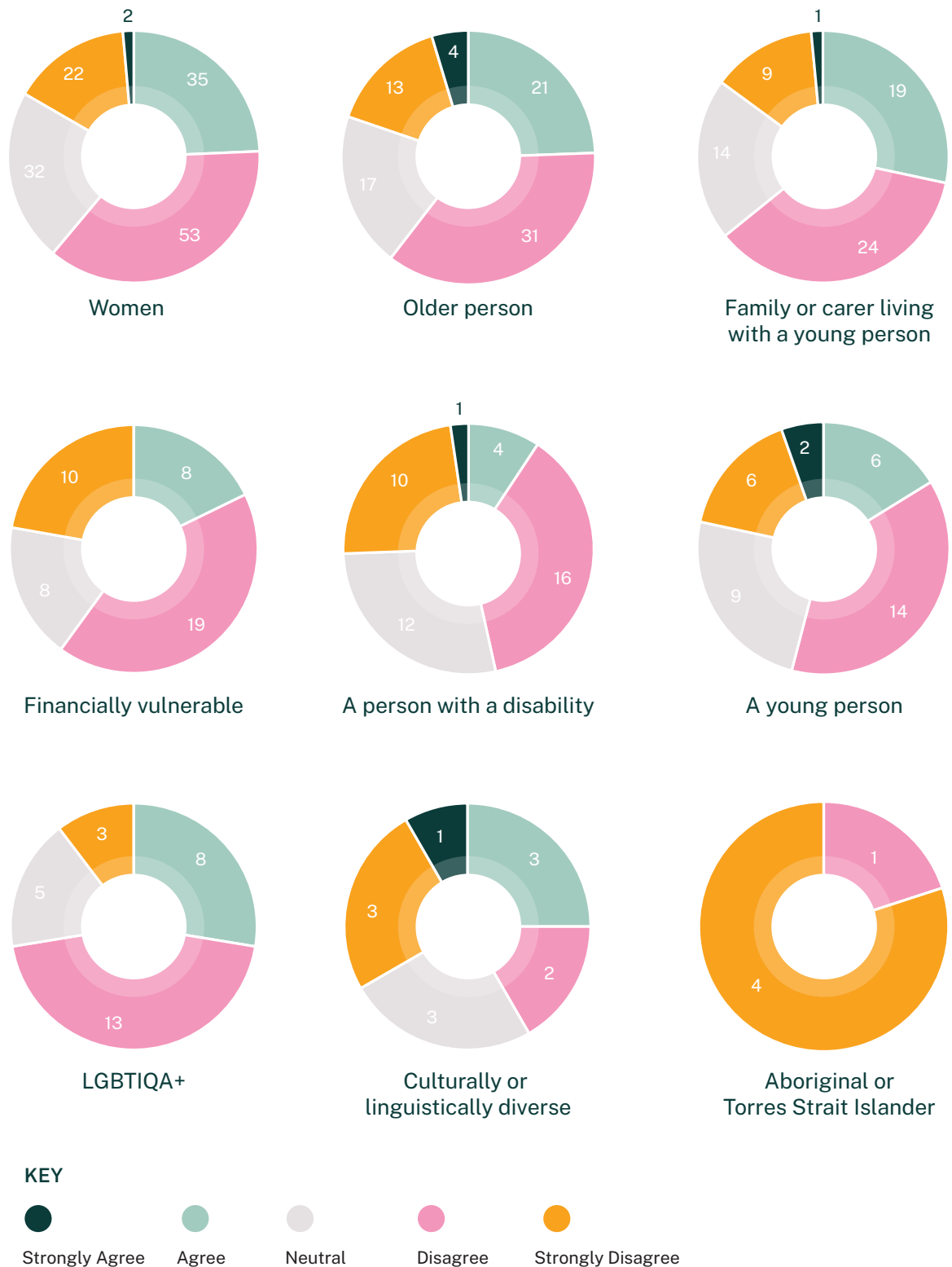


Figure 7 – Graphs showing level of agreement that public toilets are meeting needs, by priority group

A summary of feedback from these groups has been incorporated into Table 9. This also includes feedback received from stakeholder groups and submission received during the consultation period.

Table 9 – Summary of feedback from priority groups

Priority Group	Feedback about why public toilets meet / do not meet their needs
A young person (aged between 12 to 25 years old)	<ul style="list-style-type: none"> • Many comments were made about lack of public toilets in parks and recreational spaces, especially at Black Hill and Victoria Park. • Generally supportive of fixtures and fittings that promote public health, such as sharps disposal bins and condom dispensers. • Several respondents said that public toilets were often not clean or located in places where they felt safe. • Some comments noted support for all-gender and unisex public toilet facilities to improve inclusion across the municipality.
Family or carer living with a young person	<ul style="list-style-type: none"> • Noted that toilets are needed in parks and recreational spaces, namely at Black Hill, Victoria Park and Lake Wendouree. • Several respondents were concerned about the cleanliness of public toilets, with many noting that facilities lack hand soap and hand dryers. • Some comments indicated preference for increased opening hours. • Some feedback requested more child-friendly design features, such as baby change tables, basins at lower heights, and more space. • Sense of safety and accessibility were also concerns for several respondents.
Older person (aged 60+ years)	<ul style="list-style-type: none"> • Several comments mentioned accessibility issues, such as not having enough space for wheelchair users, toilet bowls being too low, and lack of handrails. • Lack of cleanliness was a key concern for multiple respondents. • Generally indicated preference for separate male and female public toilet facilities, with main reasons being concerns about cleanliness and safety. • Many respondents expressed dissatisfaction with automated features in public toilets, such as automated door locking. • Many comments referred to locational gaps in the public toilet network, particularly around Lake Wendouree and at Victoria Park. • Several respondents requested hooks to hang personal items on the back of cubicle doors.
Financially vulnerable (earn less than \$650 a week)	<p>Survey Feedback</p> <ul style="list-style-type: none"> • Comments referenced the need for more toilets around the municipality, especially at Black Hill and Victoria Park. • Some mentioned that more all-gender public toilets are needed across the City of Ballarat. • Several respondents raised concerns about accessibility, cleanliness and safety at public toilets. • Some respondents indicated that public toilets should be open longer or 24 hours.

Priority Group	Feedback about why public toilets meet / do not meet their needs
Women	<ul style="list-style-type: none"> • Cleanliness and lack of fixtures and fittings that enhance hygiene, such as hand soap and adequate toilet paper, were significant concerns. • Many respondents mentioned that feeling unsafe at public toilet facilities in the City of Ballarat was a deterrent for their use. • Several comments indicated that there are not enough toilets in public open spaces and near popular facilities, particularly around Lake Wendouree. • Some respondents expressed preference for having women-only spaces, due to their unique reasons for needing to use public toilets. • Hooks to hang personal items on the back of cubicle doors were requested often.
Aboriginal and Torres Strait Islander	<ul style="list-style-type: none"> • Some respondents supported the inclusion of features in public toilets that promote public health, such as sharps disposal bins and condom dispensers. • Several comments raised concerns about lack of cleanliness and fixtures and fittings that improve hygiene in public toilets, such as toilet seats and hand soap. • Feedback indicated that accessibility was a concern, highlighting that toilets at a low height are more difficult to use.
LGBTIQA+	<p>Survey Feedback</p> <ul style="list-style-type: none"> • Some comments indicated support for the inclusion of features in public toilets, such as sharps disposal bins and condom dispensers, to promote public health. • Many respondents expressed feeling unsafe using single-sex toilet facilities, however some requested more women-only spaces. • Generally supported all-gender and unisex public toilet facilities to improve inclusion and safety across the municipality. • Lack of cleanliness was cited as a deterrent for using public toilets in the City. • Some respondents indicated that public toilets should have increased opening hours. • Locational gaps in the public toilet network were identified, especially in parks, open spaces and near popular facilities. <p>LGBTQIA+ Advisory Committee Feedback</p> <ul style="list-style-type: none"> • Public toilets can play a role in providing a safe space for gay and bisexual men to explore and express their sexuality. • Opportunities to explore the use of parents rooms as all gender facilities. Currently parents rooms are generally considered as female-only spaces and this is not gender affirming. • Consider need / supply of continence disposal facilities. • Preference for individual cubicles. • Gender inclusivity was a key priority for the Advisory Committee. • Sentiment that overall public toilets in Ballarat are generally unwelcoming spaces and equity considerations should form a key part of the Strategy. • Discussion around toilet paper quality and need to consider this more carefully • Lack of soap a concern. Mention of liquid soap previously a slip hazard.

Priority Group	Feedback about why public toilets meet / do not meet their needs
A diverse cultural or religious background	<p data-bbox="384 369 608 405">Survey Feedback</p> <ul data-bbox="384 421 1420 651" style="list-style-type: none"> • Feedback indicated that more public toilets are required in parks and open spaces, such as Victoria Park. • Several respondents raised concerns about cleanliness and lack of fixtures and fittings to promote increased hygiene, such as toilet seats and hand soap. • Some comments mentioned that public toilets in the municipality felt unsafe. • Comments highlighted concern about accessibility of public toilet facilities. <p data-bbox="384 674 943 710">Intercultural Advisory Committee Feedback</p> <ul data-bbox="384 725 1420 987" style="list-style-type: none"> • The Intercultural Advisory Committee mentioned that there are some customary and cultural practices around the use of toilet paper and hand washing that should be considered as part of the Public Toilet Strategy. • Overall, supportive of public toilets across Ballarat. • Cleanliness and opening hours were key priorities. • Mention of planned intercultural gardens and possibility of new facility in the south precinct.
Other feedback	<p data-bbox="384 1003 975 1039">Homelessness Advisory Reference Committee</p> <ul data-bbox="384 1055 1420 1458" style="list-style-type: none"> • In the winter, people experiencing homeless heavily rely on public toilets as shelter • Dignity and equity an important consideration • In the Ballarat CBD, consideration for 24 hour access should be provided, otherwise doorways of buildings often become a 'last resort'. • Historically, the toilets at the train station were used heavily but individuals were moved on. • A key priority is facilities to wash hands - soap and/or sanitiser is a must • Female hygiene is an important factor • Consideration for solar power and sustainability • In some facilities, consider both hot and cold water (e.g. North Gardens)

Priority Group	Feedback about why public toilets meet / do not meet their needs
A person with a disability	<p data-bbox="387 371 603 405">Survey feedback</p> <ul data-bbox="387 421 1404 875" style="list-style-type: none"> • Several comments mentioned accessibility issues, such as not having enough space for wheelchair users, toilet bowls being too low, doors being too heavy, and lack of handrails. • Lack of cleanliness was a key concern for many respondents. • Some respondents expressed feeling unsafe using public toilets across the municipality. • Design that enhances natural lighting was considered important for public toilet users who have various sensory needs. • Some feedback indicated that provision for carers to accompany people with a disability in public toilets should be considered. • Locational gaps in the public toilet network were identified, especially around recreational spaces such as Lake Wendouree. <p data-bbox="387 898 900 931">Disability Advisory Committee feedback</p> <ul data-bbox="387 947 1434 1538" style="list-style-type: none"> • Feedback from the Disability Advisory Committee provided a range of suggestions around circulation spaces, accessibility, considering people with assistance dogs and dementia friendly environments. • A need to review the number / classification of Changing Places facilities across Ballarat. Although the 'official' map shows 2 facilities, there are actually 7 facilities that have adult change and changing places set ups. • Consideration for larger people required -many cubicles lack appropriate circulation space. Design and location of some fixtures and fittings can further reduce accessibility (e.g. sanitary waste disposal, toilet roll holders) • Apps and technology can play a key role in helping to make awareness and promotion of facilities more accessible - particularly those which list the types of accessibility features. • Lack of hand soap / antibacterial wipes a key concern • Consideration for people with audio-sensory requirements e.g. electric hand dryers can be too noisy and overstimulating • General preference for non-automated doors / facilities

No.	Submitter	Summary of feedback/considerations
1	Modus Australia	<p>Mentions that the following features have become the norm in public toilet planning and design:</p> <ul style="list-style-type: none"> • Individual cubicles opening to the outside of the building. • Service duct to the rear of the building allowing for hidden cisterns, plumbing IO, control box, cleaner storage, etc. • Corrugated surfaces to discourage graffiti.
2	Fontic	<ul style="list-style-type: none"> • Enquired about upgrades to toilet facilities on Alfred Walk, along with Bridge Mall upgrades and redevelopment.
3	Friends of Canadian Corridor Incorporated (FoCC)	<ul style="list-style-type: none"> • Mention the increase in visitors to Mount Clear and Mount Helen since the establishment of Woowookarung Regional Park in 2016, and its associated trails and recreational sites. • Note that there are toilets in Mount Clear Recreation Reserve, but these are only open when the controlling sporting clubs are present. They are identified as an opportunity for future public access. • Would like to see provision of public toilets at or near the Recreation Reserve/Bunny Trail/Canadian Creek Trail/MTB Trail head area in Mount Clear. • Would also like to see provision of public toilets near the Dementia Forest and Sensory Trail in the Elsworth Street/Katy Ryans Road area.
4	Ballarat Specialist School	<ul style="list-style-type: none"> • Enquired about availability of facilities with a plinth and hoist, as well as availability of MLAK keys, as these may be required when attending excursions. • Asked if City of Ballarat would consider adding all of its accessible bathroom facilities to the 'Changing Places' website, which is noted to be a useful resource among many in the disability community.
5	City of Ballarat Recreation Services	<ul style="list-style-type: none"> • Specified that new public toilets were a priority as part of the Brown Hill Recreation Reserve Master Plan (adopted by City of Ballarat in April 2023). These are to be delivered in alignment with the splash park precinct development. • Mentioned that new public toilets were identified as part of the Marty Busch Reserve Master Plan (adopted by City of Ballarat in April 2023). These will replace existing toilets at the Reserve's No. 2 Oval Changerooms building. Existing toilets at the Reserve near the Burnett Street entrance will remain. • Noted support for new public toilets at Wendouree West Recreation Reserve, close to community assets. • Noted support for new above-ground public toilets near rowing/Loreto College precinct to replace decommissioned underground toilets, to service visitors to Lake Wendouree. • Suggested new public toilets may be required alongside new athletics facility at Mars Stadium Precinct. • Acknowledged that open spaces in growth areas will be reviewed to determine need for public toilet provision.

No.	Submitter	Summary of feedback/considerations
6	Community member	<ul style="list-style-type: none"> Concerned about perceived inadequacy of public toilet facilities in City of Ballarat, namely the standard of cleanliness and maintenance, lighting, and lack of useable toilet paper. Notes that women and men use toilets in different ways. Would prefer that separate facilities remain or are built alongside all-gender facilities to provide choice and privacy to users.
7	Community member	<ul style="list-style-type: none"> Concerned that lack of women-only public toilet facilities will cause women to withdraw from public life. Highlights the need for female-only public toilets, to provide spaces that cater to women's privacy and dignity. Notes belief that maintaining female-only public toilets will make community life more accessible to older people.

Next steps

Over the coming months we will be reviewing and carefully considering all community and stakeholder feedback received to date. The project teams have begun developing the draft Public Toilet Strategy. Once complete, it will be made available for review and feedback by the community.

The second phase of engagement will involve:

- Ongoing engagement / dialogue with key stakeholder groups
- Community survey on the Draft Strategy
- Opportunities for public feedback via submission
- Consultation with internal teams at City of Ballarat

In addition to these consultation activities, we will be developing a range of communication materials which will explain and summarise key concepts.

This will include summary materials an explainer video and FAQs.

We are committed to ongoing dialogue with the community throughout the development of this project. Ahead of our second phase of engagement, we will be considering feedback and suggestions to identify further opportunities to ensure consultation remains accessible and representative of diverse demographic cohorts and perspectives.

Project updates will be provided on the MySay Ballarat Website.

A

Appendix

Consultation materials and promotion



THE BALLARAT PUBLIC TOILET STRATEGY

Public toilets are essential community assets.

As our population grows, it is important to plan for public toilet provision to ensure that our facilities cater for the needs of everyone in our diverse community.

Share your feedback on public toilets by completing a short survey or leaving a comment on our interactive map.



Scan the QR code or have your say at:
mysay.ballarat.vic.gov.au/public-toilet-strategy

Feedback closes 5pm, 25 June 2023

CITY OF BALLARAT 



The City of Ballarat is preparing a Public Toilet Strategy

The Strategy will guide the provision of high quality, inclusive and accessible public toilets that are safe, clean, and cater for the needs of everyone in our community.

Your feedback will help to inform the preparation of a Draft Public Toilet Strategy.

Share your feedback on public toilets by completing a short survey or leaving a comment on our interactive map.



Scan the QR code or have your say at:
mysay.ballarat.vic.gov.au/public-toilet-strategy

Feedback closes 5pm, 25 June 2023

Contact information:
michaelhynes@ballarat.vic.gov.au
or 5320 5500

CITY OF BALLARAT 

Community flyer




Digital screen promotion




Public toilet stickers with QR code

Hardcopy survey



BALLARAT PUBLIC TOILET STRATEGY

COMMUNITY SURVEY



Have Your Say on public toilets in the City of Ballarat!

As our population grows, it is important to ensure that we have enough public toilets for the needs of everyone in our community.

The City of Ballarat Public Toilet Strategy aims to provide safe, clean, accessible and well-maintained public toilets that are safe, clean, accessible and well-maintained.

Please complete this survey to help us understand your feedback will help to inform the development of the strategy.

Did you know?

You can access the interactive survey at [mysay.ballarat.vic.gov.au](#).

Feedback is confidential.

SURVEY FORM
City of Ballarat | PUBLIC TOILET STRATEGY

4. The City of Ballarat's Inclusion Framework outlines the priority groups from whom we would also like to hear from to ensure the diverse needs of our community can be met.

(please select all that apply to you)

- ☐ A young person (aged between 12 to 25 years old)
- ☐ Family or carer living with a young person
- ☐ Older person (aged 60 years +)
- ☐ Financially vulnerable (earn less than \$650 a week)
- ☐ Women (identify as a woman)
- ☐ Aboriginal and Torres Strait Islander
- ☐ LGBTQIA+
- ☐ A diverse cultural or religious community)
- ☐ A person with a disability
- ☐ None of the above

SURVEY FORM
City of Ballarat | PUBLIC TOILET STRATEGY

5A. Public toilets in Ballarat – none of the above*, please explain why:

☐ Strongly agree

☐ Agree

☐ Neither agree or disagree

☐ Disagree

☐ Strongly disagree

5B. Please explain your response:

6. Which types of public toilet facilities do you prefer?

☐ Toilet blocks

☐ Individual cubicles

☐ Facilities that are co-located

☐ A mixture of the above

☐ No preference

☐ Other _____

Page 2/4

SURVEY FORM
City of Ballarat | PUBLIC TOILET STRATEGY

7. Do you have a preference regarding the use and signage of public toilet facilities?

☐ I do not have a preference

☐ I prefer all-gender facilities (suitable for all sexes including male, female and non-binary)

☐ I prefer unisex public toilets (suitable for male and female)

☐ I prefer single-sex public toilets (separated facilities by gender)

☐ Other _____

☐ I am unsure

SURVEY FORM
City of Ballarat | PUBLIC TOILET STRATEGY

8. Thinking about specific fixtures are most important to you? (select top 5)

☐ Toilet paper (rolls)

☐ Toilet paper (sheets)

☐ Toilet seats

☐ Hand-soap

☐ Hand dryer (electric)

☐ Hand dryer (paper towel)

☐ Hand sanitizer

☐ A hook to hang a coat, jacket, or bag

☐ Rubbish bins

☐ A needles / sharps disposal

☐ Baby change tables

☐ Sanitary disposal bins

☐ Assistance rails

☐ Other (please specify) _____

SURVEY FORM
City of Ballarat | PUBLIC TOILET STRATEGY

10. Do you have any other feedback on public toilets in Ballarat?

SURVEY FORM
City of Ballarat | PUBLIC TOILET STRATEGY

11. I am:

☐ A man

☐ A woman

☐ Non-binary

☐ I prefer to self-identify _____

SURVEY FORM
City of Ballarat | PUBLIC TOILET STRATEGY

12. I am:

<input type="checkbox"/> Under 15	<input type="checkbox"/> 30-34	<input type="checkbox"/> 50-54	<input type="checkbox"/> 70-74
<input type="checkbox"/> 15-19	<input type="checkbox"/> 35-39	<input type="checkbox"/> 55-59	<input type="checkbox"/> 75-79
<input type="checkbox"/> 20-24	<input type="checkbox"/> 40-44	<input type="checkbox"/> 60-64	<input type="checkbox"/> 80-84
<input type="checkbox"/> 25-29	<input type="checkbox"/> 45-49	<input type="checkbox"/> 65-69	<input type="checkbox"/> 85+

SURVEY FORM
City of Ballarat | PUBLIC TOILET STRATEGY

13. My suburb:

THANK YOU FOR YOUR FEEDBACK.

Please return completed forms to **City of Ballarat Customer Service at 25 Armstrong Street South, Ballarat Central**. If you have any further questions about the project, you can contact the project team via email at michaelhynes@ballarat.vic.gov.au or via phone at 5320 5500

To find out more about the project, please visit mysay.ballarat.vic.gov.au/public-toilet-strategy

CoFutures...