

INNER WEST



Engagement outcomes report Public Toilet Strategy

Summary

The Public Toilet Strategy is a strategic document outlining a set of design guidelines for our public toilets, an audit of all Council public toilet facilities and an implementation plan which contains priority upgrades and proposed new facilities.

On 23 June 2020 the online community engagement for the draft Public Toilet Strategy was launched. The engagement included the presentation of the draft strategy and a short online survey. The online engagement closed on 20 July 2020.

The purpose of the engagement was to:

1. Examine the community's support for the design guidelines which would direct the design of all future upgrades and new facilities.
2. Confirm the information within the audit of Council public toilets facilities was accurate

The Your Say Inner West webpage received 717 visits with 22 participants engaging in the survey.

Background

The provision of public toilet facilities has a significant impact on the use of public spaces. The average person will need to use a public toilet when they are away from home for more than an hour.

The purpose of the Public Toilet Strategy is to deliver best practice public toilet design, hygiene, safety and maintenance and provide Council with a base audit to prioritise public toilet maintenance, upgrade and new projects.

As the community are the main users of the Inner West Public Toilets and the audit was undertaken at a single moment in time, they are best placed to provide detailed feedback on current facilities. The community are well placed to provide feedback on issues surrounding design, hygiene, safety and maintenance along with the provision of additional facilities.

Engagement Methods

- Online feedback form at Your Say Inner West, Council's online engagement portal yoursay.innerwest.nsw.gov.au

Promotion

- Posts on Council's Facebook and twitter
- Links on Council's main website
- Direct email to stakeholders

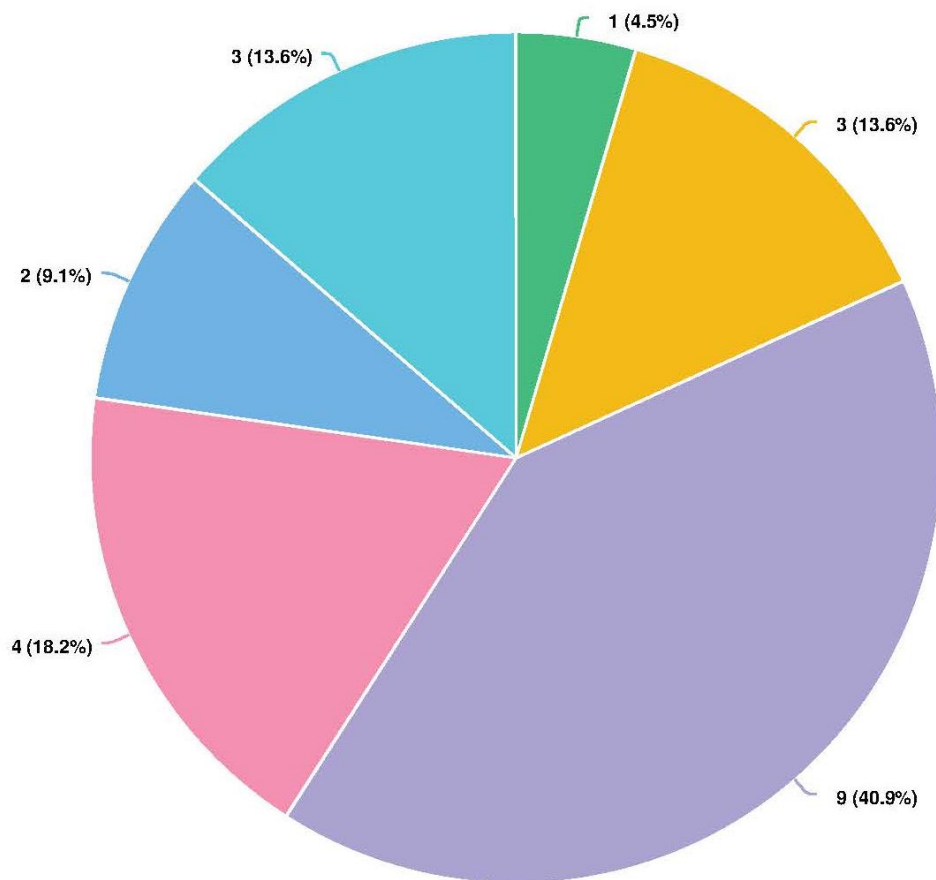
Engagement outcomes

Who did we hear from?

The webpage received 717 visits with 22 visitors responding to the survey.

Age of Respondents

41% of respondents were 35-49 years old, 18% of respondents were 50-59 and 13% were 70+ years.

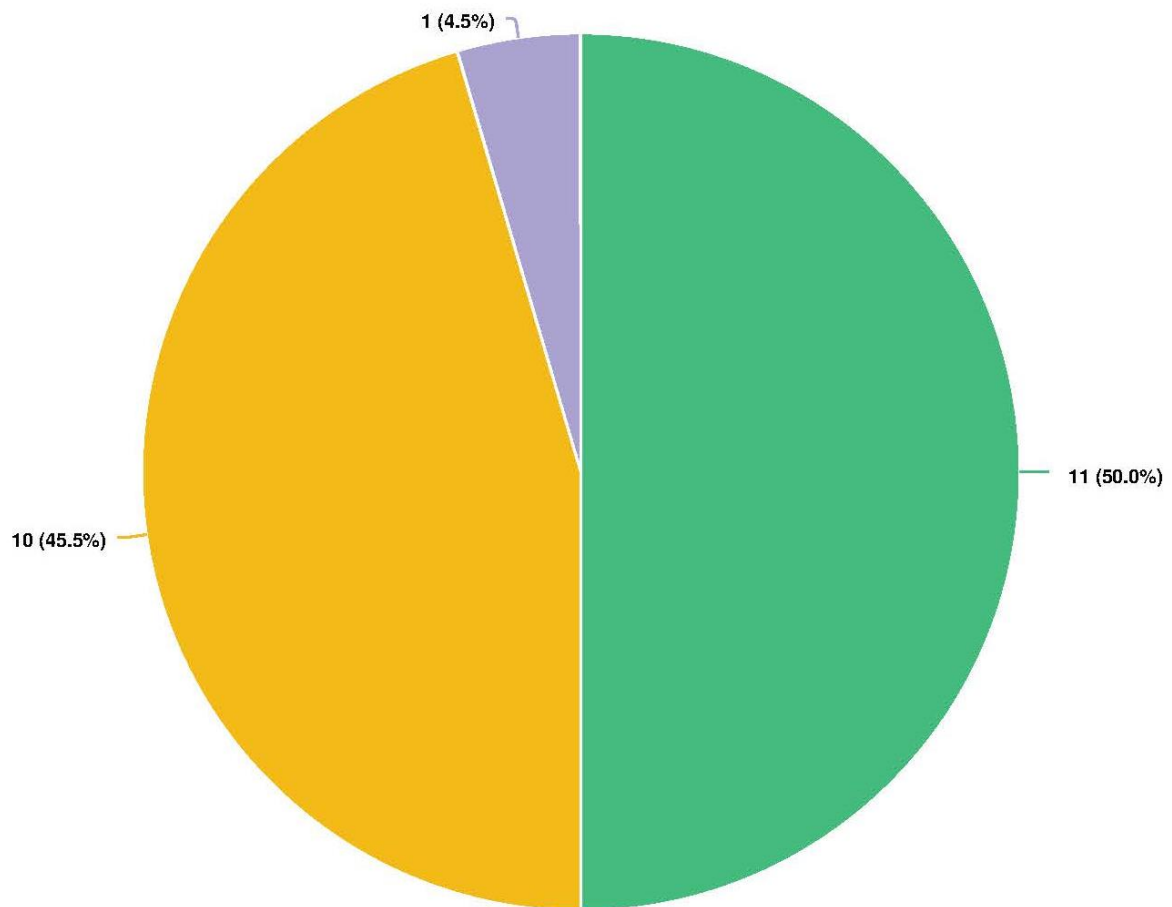


Question options

Under 18 25 to 34 35 to 49 50 to 59 60 to 69 70+

Gender of respondents

There was an even split between people who identified as female or male.

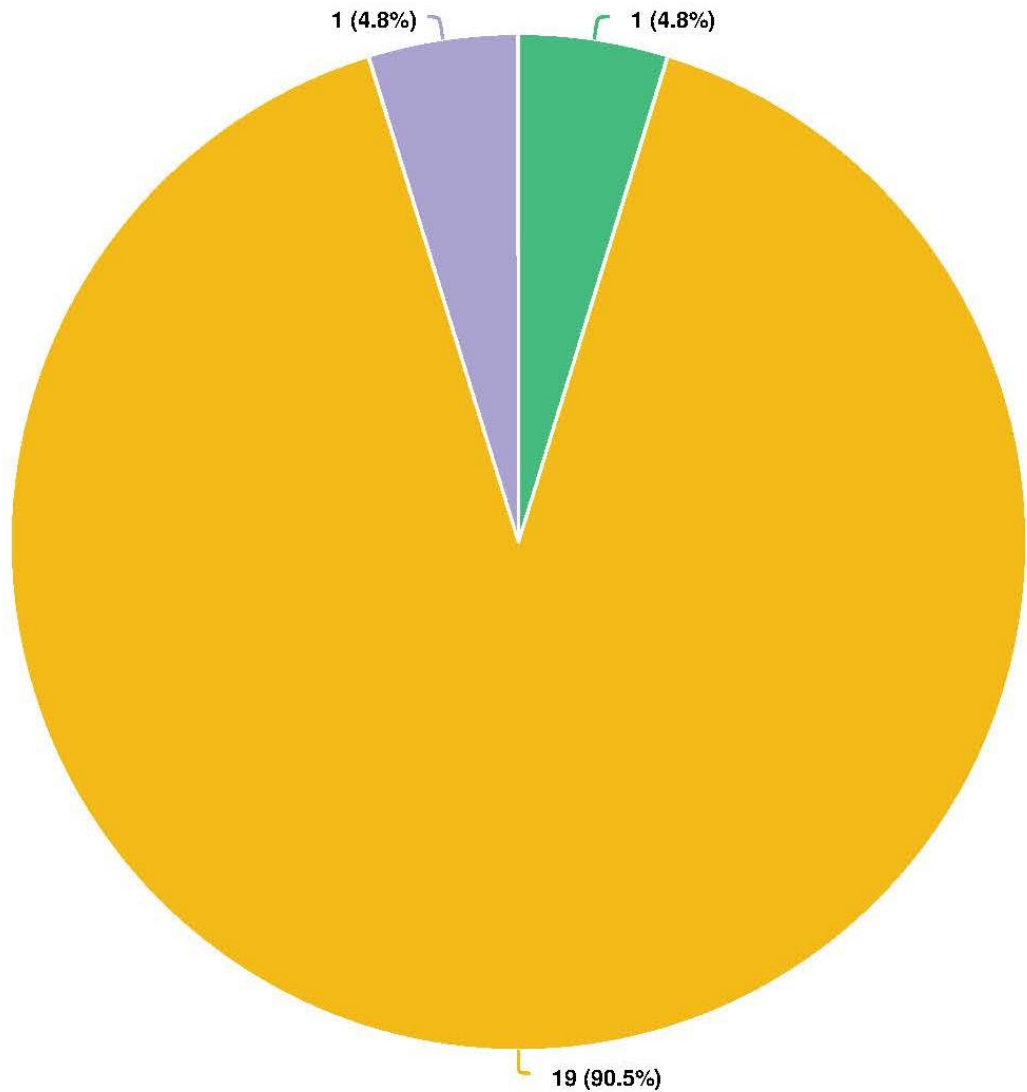


Question options

Female Male Prefer not to say

Respondents who identify as having a disability

Only one respondent identified as having a disability.



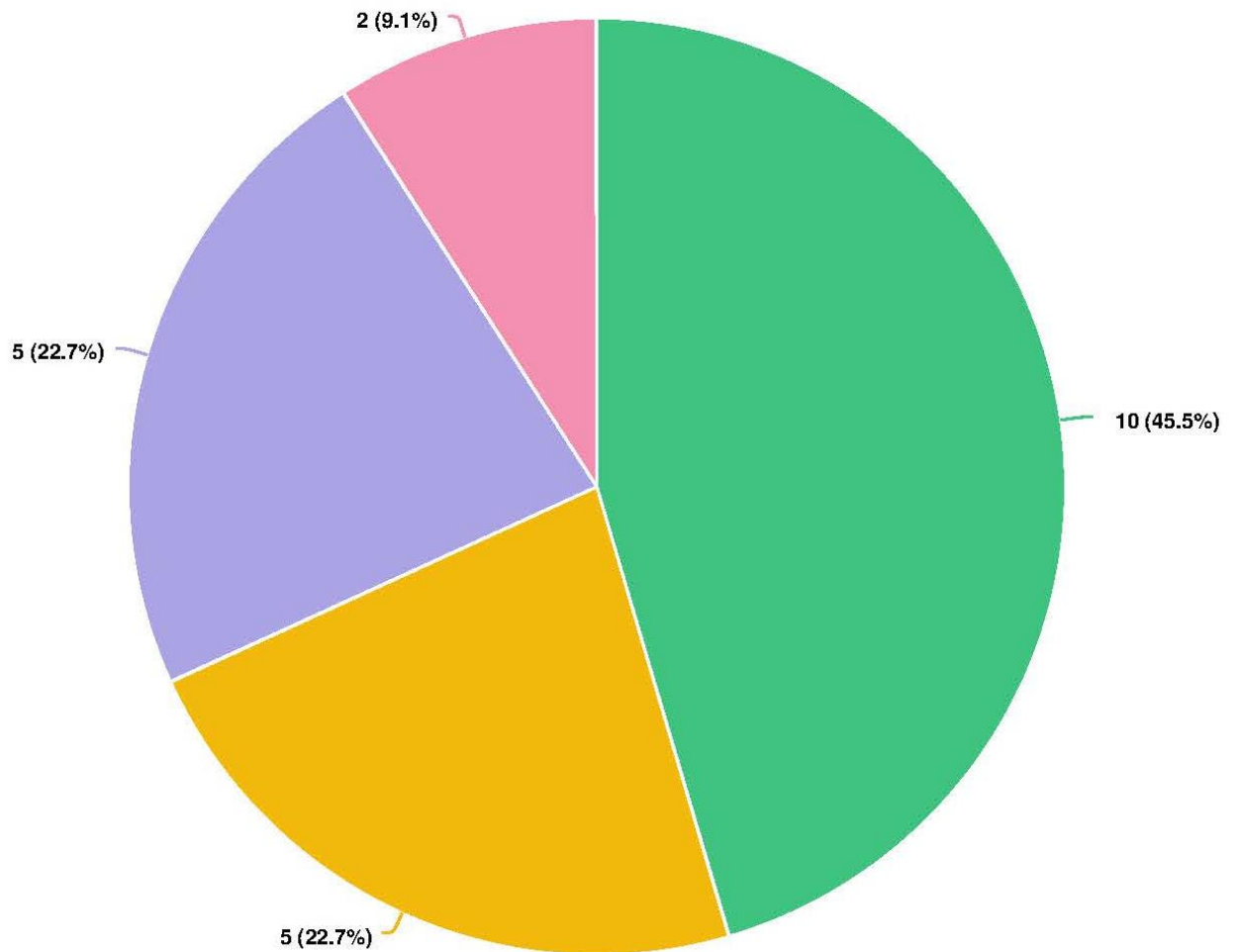
Question options

Yes No Prefer not to say

What did they say?

Endorsement of Design Guidelines

The Draft Public Toilet Strategy was strongly supported by the community with 68% of respondents agreeing with the design guidelines, 32% unsure and no respondents in disagreement.



Question options

● Yes ● Yes with changes ● Neutral ● Unsure

The main opportunity for Council to improve the usability of public toilets are;

- Ensuring facilities are opened and closed at consistent times
- Ensuring facilities are cleaned thoroughly and frequently
- Ensuring facilities are maintained to a high standard.

There was a strong calling for Council to ensure equal accessibility of all facilities including;

- Opening times of facilities,
- Providing baby change facilities,
- Accessible facilities,
- Facilities for a gender diverse community.

Other comments included building no additional facilities throughout the LGA, and instead maintaining existing facilities to a higher standard. However other respondents requested new facilities to be included in Ann Cashman Reserve, Hoskins Park, Weekley Park and Camperdown Memorial Rest Park.

There were many requests for additional toilets in Marrickville Park and to locate them near the playground. There was also concern about the cleaning schedule and general maintenance of the existing toilets within the park.

There was the request to not spend unnecessary money on new facilities or the upgrade of facilities, instead ensuring facilities are just fit for purpose. However, other respondents requested the focus on design articulation and the reflection and appreciation for surrounding heritage.

The siting of facilities was a major concern for respondents with requests to ensure toilets were placed in proximity to playgrounds and other high use areas. Comments commended Wicks Park for its visual appeal and the way the design does not dominate the space. The design was also commended for its ease of access and that it is set back from the road but not too far to cause issues around natural surveillance. However, there was dislike of the facility being sited near the main pathway, as it meant that pedestrians had to walk past the facility whenever they moved through the park.