

Summary of Responses to Key Issues Raised:

Location of Facility

Use old site to save money on connections, etc

We could not use the old site as services have become damaged and could not be reused due to settlement of the soils, due to the old landfill beneath. New services would be required at the existing location, so no cost savings and location has proven to be inappropriate due to excessive ground settlement and is poorly located.

Use the old site, or others that are less visible and obvious.

A key consideration when installing public amenities buildings nowadays is public safety. To ensure the safety and well being of all users, these building are located in highly visible locations, as close to the main generator of users, in this case the playground, to ensure passive surveillance and discourage undesirable behaviour.

This is inline with Crime Prevention Through Environmental Design (CPTED) principles.

In the location proposed allows parents with children to supervise a child using the playground and whilst observing another child use the toilet facility safely.

Aesthetic Appeal of the Facility

The building is ugly, too industrial and not “Eltham” enough.

We have received mixed feedback on the proposed look of the new facility. This type of facility was selected to fit in with the natural surrounds of Alistair Knox whilst also being accommodated within the available budget and time frames stipulated in the grant conditions. The materials being used also satisfy Council’s desire to use recyclable and sustainable building materials where possible.

Unfortunately, the views provided for the consultation did not include the decorative vertical timber composite panelling on the rear side which really adds to the appeal of the building and eliminates the expanse of colourbond. We are confident that upon completion, the majority of park users will be happy with the look and aesthetic appeal of the building in the park setting.

Wash Basin Location

Unhygienic – Put wash basins in the cubicles.

Like most public toilets and many home toilets, the wash basins are not located inside the cubicles for the 4 individual toilet cubicles. The user must exit the cubicle and wash their hands using the wash basin provided. This is considered more hygienic than having to wash you hands and then touch the door and latches. Many users may not wash their hands regardless of where the basin is located.

The external basin is the same arrangement as the toilets at the Eltham North Adventure Playground, which have operated successfully for a number of years. It is widely considered industry standard practice now.

Alistair Knox Park toilets typically experience many high demand periods during the year and the priority is to provide as many toilets as possible. To include additional wash basins within the cubicles would require extra space to comply with accessibility legislation and we would lose two cubicles to accommodate the larger cubicles.

Wash basins within the cubicle also provide an opportunity for vandalism with basins being stood on and broken from the walls.

The washing facilities for the two accessible toilets are located within the toilet room and can be used by anyone should they need to wash up in private.

Unisex Vs Male/Female

Should be male and female / Should include female only cubicles rather than unisex or gender neutral.

Council's preference is to provide unisex or gender neutral facilities where ever possible. This allows the flexibility and for facility to better cope with peak periods and utilise all cubicles for all users, rather than the often experienced queues at the female toilets whilst the male toilets are empty.

Safety / Hygiene

Concern over men entering cubicles while in use.

Appropriate secure locks will be installed on each cubicle door in line with current standards. Where a user finds a damaged lock, they should utilise another cubicle and advise Council of the damaged lock via the contact details listed at the facility. The lock will be repaired or replaced as a matter of urgency. Each cubicle is enclosed and there are no opportunities to see inside the cubicles while they are being used.

Long cubicles mean you can't control the door opening

The long cubicles allow parents with young children or prams to utilise the facility with the pram inside with them. All doors will have appropriate locks at a height out of the reach of most toddlers.

Men using unisex toilets leave them in disgusting condition

Finding any public toilet that is not clean is an issue for any user. Unfortunately this problem is not confined to only male toilets or toilets used by males. Should you find a toilet that is not clean, please use one of the other cubicles and report the issue to Council and urgent cleaning will be arranged.

Toddler Facilities

Provide a toddler size toilet in the accessible toilets where the change table is.

The provision of an additional toddler size toilet within the accessible toilets would make the toilets non-compliant in terms of accessibility. Accessible toilets are designed to meet strict legislative requirements in term of circulation space for wheelchairs and other mobility aides. To include a toddlers toilet would result in the rooms needing to be much larger and involve a significant price increase which cannot be accommodated within the existing project budget.

With this in mind, Council does not install toddler toilets at any of its public amenities.

Soap dispensers, paper towels, waste bins, hand dryers, sanitary bins
Ideally, Council would love to be in a position to supply all of the above in our public toilets. Unfortunately, we have had to remove soap dispensers, paper towels, hand dryers and waste paper bins from our public toilets. This is due to risk and public safety. After numerous instances of vandalism all have had to be removed. Vandals were emptying soap dispensers on the floor, creating slip issue and fires were lit using waste paper towel and bins. Bins are now provided outside the facilities and users need to have their own hand sanitisers.

Sanitary bins are provided and will be available in the Changing Places, the accessible toilets and all the cubicles.

Access to Changing Places

MLAK Keys to access Changing Places.

For people who don't have a key or have forgotten their own, MLAKs will be available to borrow from a variety of nearby facilities (yet to be formalised), as long as relevant photo ID is provided to staff. Locking the Changing Places facility is necessary to ensure the expensive equipment and fixtures are not stolen or damaged by vandals.