

Public Toilet Management Policy

Policy Number:	TBC	Directorate:	Infrastructure
Approval by:	Council	Responsible Officer:	Manager Major Projects and Facilities
Approval Date:	TBC	Version Number:	Version 2
Review Date:	TBC		

1. Purpose

The purpose of this Policy is to provide a strategic framework for the planning, provision, design, operation and renewal of public toilet facilities to meet current and future community needs.

This Policy supports:

- Community wellbeing and participation.
- Accessibility and inclusion for all users.
- Safe, clean and reliable facilities.
- Environmentally sustainable design and operation.
- Responsible and sustainable asset management.

2. Context

Council has an important role in providing public toilet facilities that enable residents, visitors and workers to participate in community life.

Public toilets are essential infrastructure supporting:

- Use of parks, open space and activity centres.
- Social, recreational and economic participation.
- Equity of access for diverse community needs.

This Policy aligns with:

- Council and Health and Wellbeing Plan.
- Knox Community Vision 2025.
- Gender Equality Action Plan 2026–2030.
- Sustainable Buildings and Infrastructure Policy 2026.
- Draft Public Toilet Management Plan (2026).

Public toilets are highly valued by the community, but expectations continue to evolve in relation to cleanliness, safety, accessibility and design.

3. Scope

This Policy applies to all public toilet facilities owned and/or managed by Council within the municipality.

This includes:

- Standalone public toilets in parks and activity centres.
- Public toilets attached to Council buildings but externally accessible.

This Policy excludes:

- Toilets within staffed Council buildings (e.g. libraries, leisure centres).
- Toilets within privately owned premises.

Service levels, planning priorities and investment decisions are guided by the Public Toilet Management Plan and integrated with Council's asset management and capital works processes.

4. Public Toilet Management Policy

4.1 Planning and Provision

Consider providing public toilets based on demonstrated community need, including:

- Open space hierarchy (e.g. regional, neighbourhood, local).
- Activity centre role and function.
- Usage demand and visitation patterns.
- Population growth and increasing site activation.
- Equity considerations for priority user groups.

Provision of new facilities are prioritised through Council's Capital Works Program and will be subject to funding through the annual budget.

4.2 Design and Configuration

Public toilets to be designed to reflect contemporary community expectations and best practice, including:

- Preference for individual self-contained cubicles over multi-stall facilities.
- Provision of all-gender toilet facilities wherever feasible.
- Use of standardised design templates to improve consistency and cost efficiency.
- Use of vandal-resistant materials and fixtures.
- Use of modular / prefabricated construction methods where appropriate.

4.3 Accessibility and Inclusion

Public toilets to be inclusive and accessible to all members of the community, including:

- Accessible compliant cubicles.
- Consideration of Changing Places facilities at suitable high-demand locations.
- Design that supports carers, families and people with diverse needs.
- Provision of all-gender facilities to support inclusion and dignity.

4.4 Safety and Amenity

Public toilets to be designed and managed to maximise user safety and comfort, including:

- application of Crime Prevention Through Environmental Design (CPTED) principles.
- Providing appropriate lighting, visibility and location.
- Incorporating vandal-resistant design and materials.
- Providing needle and syringe disposal facilities.
- Responding to vandalism, graffiti and anti-social behaviour through maintenance programs.

4.5 Access and Opening Hours

Public toilets to consider:

- Providing access at times that meet community needs.
- Standardising operating hours where feasible.
- Reducing reliance on manual locking to improve consistency of access.

4.6 Cleaning, Maintenance and Service Levels

Public toilets to be maintained to meet community expectations, including:

- Applying service levels based on usage categories (high and medium).
- Delivering frequent cleaning at high-use locations.
- Undertaking reactive maintenance within defined response timeframes.
- Improving transparency by providing information on:
 - cleaning schedules.
 - last cleaning times (where feasible).

4.7 Sustainability

Public toilet facilities to incorporate Environmentally Sustainable Design (ESD) principles, including:

- Water efficiency measures (e.g. rainwater tanks).
- Energy efficiency and solar lighting.
- Passive design and durable materials.
- Stormwater and environmental management.
- Reducing lifecycle costs and environmental impact.

4.8 Asset Management and Lifecycle

Public toilet assets to be managed to ensure long-term sustainability, including:

- Undertaking regular condition audits.
- Planning renewal and upgrades based on asset condition and demand.
- Integrating planning with the Asset Management Strategy.
- Balancing cost, risk and community benefit in investment decisions.

Facilities may be upgraded, replaced or decommissioned where they:

- No longer meet community needs.
- Are in poor condition.
- Are located in unsuitable locations.

4.9 Technology and Facility Types

Public toilet designs to consider:

- Prioritising traditional modular public toilet designs.
- Replacing automated public toilets at end of life due to cost and reliability considerations.
- Prioritising the rollout of electronic locking systems to improve efficiency and reliability.

4.10 Information and Wayfinding

Public toilets to be easy to find and use by:

- Providing consistent wayfinding signage.
- Improving visibility within parks and activity centres.
- Providing accessible information through digital platforms.
- Improving communication about facility availability and features.

4.11 Monitoring and Continuous Improvement

Public toilet service delivery to be regularly reviewed, including:

- Monitoring community satisfaction and feedback.
- Using survey data to inform service improvements.
- Reviewing service delivery through the Public Toilet Management Plan.
- Continuously improve operations and infrastructure to meet evolving needs.

References

5.1 Knox Council and Health and Wellbeing Plan 2025-2029

Theme: Healthy, Connected and Inclusive Community

Strategy: Support access to infrastructure that enables community participation

5.2 Relevant Legislation

- Local Government Act 2020
- Disability Discrimination Act 1992
- National Construction Code

5.3 Charter of Human Rights

This policy has been assessed against and complies with the charter of Human Rights.

5.4 Related Council Policies and Procedures

- Draft Public Toilet Management Plan (2026)
- Sustainable Buildings and Infrastructure Policy 2026
- Building Asset Management Plan 2019
- Open Space Strategy (under development)
- Graffiti Management Policy 2018

Definitions

Term	Definition
Public Toilet	Council-managed toilet facility accessible directly from public space.
All-Gender Toilet	A toilet facility designed for use by any gender.
Changing Places Facility	A specialised accessible facility for people with high support needs.
Modular Toilet	A prefabricated public toilet constructed offsite.
Usage Category	Classification of toilets (e.g. high or medium use) used to determine service levels.

Administrative Updates

From time to time, circumstances may change leading to the need for minor administrative changes to this Policy. Where an update does not materially alter this Policy, such a change may be made administratively on approval of the Director. Examples of minor administrative changes include change to names of Council departments or positions, change to names of Federal or State Government departments or a minor amendment to legislation that does not have material impact. Where any change or update may materially change the intent of this Policy, it must be considered by Council.

Amendment details	Approved by	Date of approval
[Detail administrative amendments made]	[Name of Approver]	[Date approved]