



**CITY OF
PERTH**
City of Light

Public Toilet Plan

2022-2032



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Acknowledgement of Country

The City of Perth acknowledges the traditional custodians of the land that we are situated on, the Whadjuk people of the Nyoongar nation and Aboriginal people from other lands. We celebrate the continuing traditions, living culture, and the spiritual connection to Boorloo and the Derbarl Yerrigan. We offer our respects to Elders past and present.

1.0 Executive Summary

The City of Perth is committed to creating a liveable, sustainable, and prosperous city that provides a high quality of life for its residents, visitors, and businesses. Public toilets provide an essential service that facilitates visitor access to the wide range of cultural, economic, and recreational activities on offer in the city.

There are currently 110 public toilets across the City’s six neighbourhoods, 24 of which are managed by the City of Perth.

In 2022, a review was undertaken of the City’s Public Toilet Plan 2017-2027 to ensure the plan continues to meet community needs and demands over the next 10 years. This review identified the following issues:

- Additional public toilets are required in key locations, such as Central Perth
- The quality and availability of some existing facilities
- Promoting community awareness of location of public toilets
- Need for alignment with best practice, including location and design

KEY RECOMMENDATIONS



Identification of four locations for new toilets:

- Central Perth
- Mounts Bay Road
- Mardalup Park
- Vicinity of Matagarup Bridge



Six toilets prioritised for upgrade:

- Supreme Court Gardens
- Harold Boas Gardens
- Narrows Point
- Langley Park Reserve
- Heirisson Island
- J H Abrahams Reserve



300m

Provision of public toilet facilities which are within a 300m walking distance in the city centre



400m

Provision of public toilet facilities which are within a 400m walking distance in other neighborhoods



Promote through wayfinding, maps and digital information



Increase provision of all gender toilets

2.0 Introduction

Perth, as a capital city, is the centre for civic, administrative, health, tourism and commercial services, and the hub of greater Perth’s public transport system. Significant cultural and creative venues also contribute to the city being an important entertainment destination. Kings Park, the Swan River, the WACA, Gloucester Park, and many other places across the city’s neighbourhoods offer regional recreation opportunities and sporting facilities.

These attractions, and the ambition to increase the city’s residential population to 55,000 people by 2036, will increase demand for high quality public toilet facilities.

A lack of public toilets can greatly impact families with children, seniors, and people with medical conditions and is a key reason why many are reluctant to visit some public spaces. People who are trans, gender diverse or intersex also require appropriate facilities where they feel safe and comfortable.

The successful activation of parks and reserves is reliant on the provision of public toilet facilities, especially where the space includes a playground and barbeque facilities.

Adequate public toilet facilities optimise the benefits of open space for the whole community and encourages longer visits.

This Public Toilet Plan applies to all six (6) of the city’s neighbourhoods.

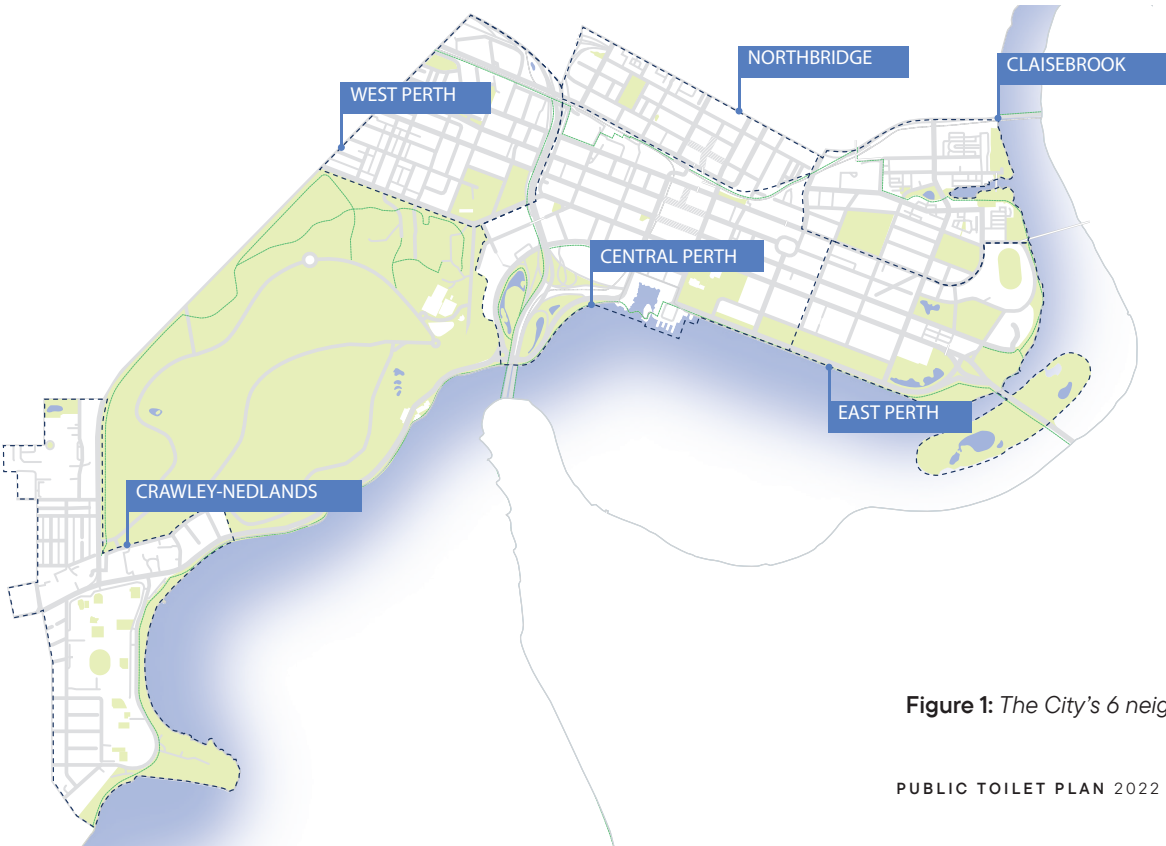


Figure 1: The City’s 6 neighbourhoods

2.1 What is a Public Toilet?

For the purposes of this plan, public toilets are facilities which are directly accessible to the public, such as those provided in parks, streets, train and bus stations, public buildings (like libraries), and some retail centres.

An automated public toilet (APT) is an all gender, fully accessible public toilet which has self-cleaning and monitoring systems that assist with managing hygiene and security.

2.2 Key Objectives

The objectives and recommendations of the plan align with the City’s Disability Access and Inclusion Plan (DAIP) 2021-2025, and LGBTQIA+ Plan 2021-2024.

The City of Perth’s objectives for the public toilet network over the next 10 years are listed below.

KEY OBJECTIVES

Provide a network of conveniently located public toilets that facilitate visitor access to the city

The City of Perth will aim to provide public toilet facilities which are:

- safe and accessible and meet the current and future needs of residents, workers, and visitors
- within a 300m walking distance in Central Perth and Northbridge, and
- within a 400m walking distance in the other neighborhoods.

2.3 What has informed the Public Toilet Plan?

This plan has been informed by the following:

- City of Perth *Public Toilet Plan 2017-2027*
- City of Perth Public Toilet Access Audit (March 2022)
- Analysis of toilet network gaps
- Analysis of land use and activity
- A review of public toilet plans from other Australian local governments and capital cities
- Current Australian Standards e.g., AS1428.1, Building Code of Australia



Image: Alfresco dining, Northbridge

Ensure public toilets are high quality and designed to meet current accessibility, inclusion and safety requirements

Public toilets in the City will meet current legislative design requirements and align with City adopted strategies and policies to ensure the delivery of high-quality best practice facilities.

Balance community demand and expectations for public toilets with City funding and priorities

The development of new facilities and upgrades to existing facilities will be undertaken over a number of financial years. The recommendations and priorities identified in this plan will inform annual business planning and budget allocation decisions. Such decisions will balance community need and expectations with the City’s financial resources and capacity to deliver capital works projects.

3.0 City of Perth Public Toilet Network

The City of Perth currently manages 24 public toilets. These are supplemented by 86 additional toilets provided by State Government, and in private developments that are accessible to the public.

Since 2017, the City has been progressively upgrading its public toilet network with the following four (4) new or upgraded facilities built:

- **Aberdeen Street**
Existing toilet removed, and new toilet installed on northern side of car park
- **CPP Terrace Road**
Existing toilet replaced with new APTs
- **Moore Street**
New toilet installed near McIver Train Station
- **Wellington Square**
New toilets installed as part of park redevelopment

In addition, an upgrade to the facilities in the Roe Street carpark will be completed before the end of 2022/23.

Within the horizon of this 10 year plan some existing toilet facilities in Elizabeth Quay and Barrack Square will come under the future management of the City of Perth.

While the plan applies to facilities managed by the City of Perth, the importance and location of public toilets provided by State Government and the private sector is also recognised. The City has no control over these facilities but is committed to working in partnership with others to enhance the planning, provision, and promotion of the network of public toilets for the benefit of all community members.

3.1 Location of existing Public Toilets

Detailed maps which show the location and coverage of the existing public toilet network within the City of Perth are shown in Appendix 1. These maps are current as of February 2023.

In addition, to address the issue of public urination in the Northbridge entertainment precinct in the busy summer periods, the City installed a permanent pop-up urinal adjacent to Russell Square. This facility is activated Thursday, Friday, and Saturday nights from 7pm-7am from October to March.

LOCATION CONTEXT OF EXISTING PUBLIC TOILETS



Public Parks and Reserves

Public toilets are provided in all major parks and reserves.



Library

The City’s Library on Hay Street, Central Perth, provides convenient access to well-maintained safe and secure facilities during library opening hours.



City Carparks

The City’s carparks across the neighbourhoods provide convenient access to toilets and service the entertainment areas such as Northbridge after hours.



Major Retail (including food and beverage)

Many large retail outlets in Central Perth provide public toilet facilities typically located on the ground floor which are available to the public during business hours.



Train and Bus Stations

Train and bus stations located in Central Perth have toilet facilities available to the public.

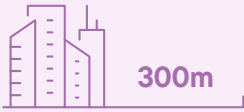
3.2 Toilet Spacing

There are currently no formal standards or regulations in Australia that provide guidance on the desirable distance between public toilet facilities, or the number of public toilets required to service specific numbers of visitors to a public place.

Recommended walking distances to toilets in capital cities in Australia varies between 200 – 500 metres, and 400 metres in other local government areas. The City’s previous Public Toilet Plan 2017-2027 recommended a distance of 300 metres in Central Perth and Northbridge and 1,000 metres in all other neighbourhoods.

This plan recommends the following walking distances to public toilet facilities, which exceeds current best practice:

- 300 metres in the high activity areas of Central Perth and Northbridge to support the intensity of use both night and day and high number of visitors and workers.
- 400 metres in lower activity areas, which have higher residential populations such East Perth, Claisebrook, West Perth and Crawley-Nedlands.



Provision of public toilet facilities which are within a 300m walking distance in the city centre



Provision of public toilet facilities which are within a 400m walking distance in other neighborhoods

3.3 Hours of Operation

Table 1: Typical opening hours of public toilets

Location	Weekday	Weekend
City car parks*	Refer carpark operating hours	Refer carpark operating hours
City parks**	7am – 8pm	7am – 8pm
Major retail	9am – 5pm	10am – 4pm
Public transport	5am – 12:30am	5am – 2:30am
Public building (library)	9am – 5pm	10 – 4pm

* James Street, Moore Street, Aberdeen Street and Terrace Road carpark APT’s open 24 hours

** Wellington Square and Harold Boas Gardens APT’s open 24 hours

4.0 Promotion and community awareness

While there is a good distribution of public toilets through most parts of the city, knowing where the facilities are and navigating to them, is not always easy. To make best use of these existing assets, promotion of the public toilet network should be prioritised through a range of media including toilet maps, way-finding signage, and digital information.

4.1 National Public Toilet Map

The National Public Toilet Map shows the location of public and publicly available toilet and change facilities across Australia, including within the City of Perth.

The maps (also available as a mobile app) are designed to assist people with special needs. Detailed information is provided about each facility, such as location, accessibility details, opening hours and features like hoists, sharps disposal and showers.

The National Toilet Map is funded by the Australian Government Department of Health and Aged Care as part of the National Continence Program and is managed through the Continence Foundation of Australia who rely on toilet providers to supply and update information.

The National Public Toilet Map is an important resource for the City of Perth to help to promote the location of public toilets, and the updating of this information should be prioritised.

4.2 Wayfinding Signage

Bold graphics on the outside of toilet buildings makes way-finding self-evident while improved signage information on opening times and the location of the nearest alternative facilities can assist in making the toilet network more accessible. This type of signage will be installed on all new and upgraded facilities (where possible).



Image: External graphic example – Roe Street carpark, Perth



Image: APT, The Esplanade

The City's new way-finding signage will be rolled out in each neighbourhood. The signage features maps that include the location of public toilets.



Figure 2: City's way-finding signage



Image: Way-finding in Hay Street Mall

Street signage showing the direction and approximate walking distance to toilet facilities is another important layer of information to make a place accessible.



Image: Way-finding in Wellington Square

5.0 Inclusive Access

The City of Perth is committed to providing public toilets which are accessible to all. The *Disability Discrimination Act 1992 (DDA)* it makes it unlawful to discriminate against an individual based on their disability.

Examples of requirements include the provision of continuous accessible paths of travel to and within toilets, standards for accessible and ambulant toilets, accessible fixtures, fittings, and doorway access. All signage to the exterior of the building should meet Australian Standards 1428.1 – 1428.4 and is required to have braille and tactile signage.

A Disability Access Audit Report was undertaken in March 2022 for City of Perth toilets and their surrounding environment (access to the facility). This audit assessed compliance with current disability legislation, codes, and standards.

All new public toilets and modifications to existing toilets are required to comply with:

- *Equal Opportunity Act 1984*. This Act prohibits discrimination based on sexual orientation and 'gender history'.
- *Sex Discrimination Act 1984*. This Act prohibits discrimination based on sex, marital status, pregnancy, gender identity or intersex status.

5.1 Changing Places

Changing Places provide suitable facilities for people who cannot use standard accessible toilets and enable many people with high support needs to enjoy day-to-day activities. Changing Places include a hoist, adult changing table, automatic door, and space for people to assist the user with their needs.

Australia is the first country in the world to regulate the provision of Changing Places in public buildings. The National Construction Code 2019 (NCC) requires 'Accessible Adult Change Facilities' to be included in certain classes of public buildings which have high visitation numbers such as:

- Shopping centres
- Sports stadiums and swimming pools
- Theatres and museums
- Domestic and international airports

Within the City boundary Changing Places facilities are located in:

- Elizabeth Quay, Central Perth
- Yagan Square, Central Perth
- Kings Park (Botanic Gardens and Parks Authority)
- Sir Charles Gairdner Hospital, Crawley-Nedlands
- Perth Children's Hospital, Crawley-Nedlands

5.2 All Gender Toilets

All gender toilets are facilities that can be used by everyone. They do not have gendered signage and can be used by someone of any gender expression or identity. They can be helpful for:

- Parents or guardians that need to accompany a child of a different gender to the bathroom
- People with a disability or older people that require an attendant of a different gender to accompany them to the bathroom
- People who are trans, gender diverse or intersex

Current best practice allows for the inclusion of all gender facilities and signage in new and upgraded toilets.

All gender signage should describe what is provided in the toilet. For example, identifying if the facility contains toilets, change table or urinal.

All gender signage with unnecessary information and/or caricatures are not best practice.

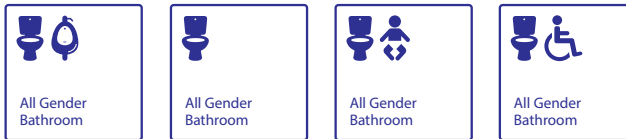


Figure 7: Best practice all gender toilet signage



Figure 2: Public Toilet with context driven design at Barrack Square

6.0 Design

The City of Perth is committed to providing public toilets of a high-quality design. This section outlines key design considerations which apply to the upgrade of existing facilities and all new facilities.

6.1 Current Best Practice Public Toilet Design

The following best practice design components will be included in the design of new facilities and upgrades to existing facilities, where possible:

- Provision of all gender facilities and signage
- Outward facing communal hand wash basins
- Provision of family friendly facilities e.g., baby change facilities
- Bold, playful signage
- Toilet design to enhance placemaking e.g., integration of art
- Sleeving public toilets along parks and reserves to service both the park and the street
- Integration of Crime Prevention Through Environmental Design (CPTED) principles
- Integration of Environmentally Sustainable Design (ESD) principles

6.2 Facility Types

There are three types of public toilet facilities (examples provided below):

Built facility

Stand-alone toilets to be predominantly located in major public parks and reserves.

Automatic Public Toilets

To be used where space is highly constrained, such as streets and the city centre. To be considered for use in public parks with the integration of customised artwork to enhance placemaking.

Integrated within building

Toilets integrated within other City owned and operated building e.g., car park, library.

Built Facility



Image: City of Sydney

Automated Public Toilet (APT)

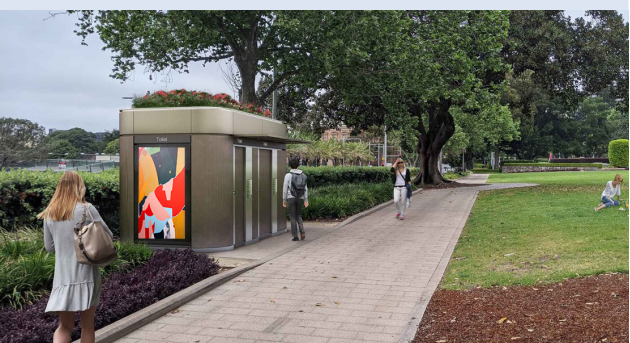


Image: City of Sydney

Integrated within building

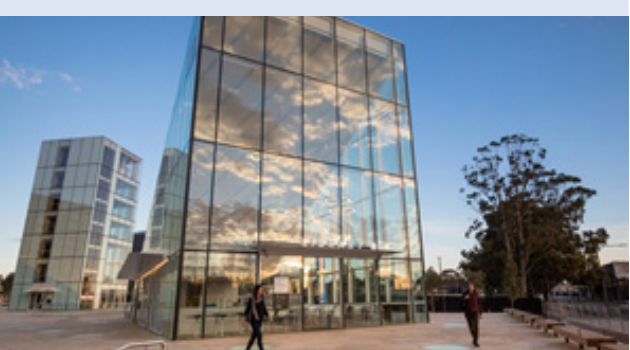


Image: City of Sydney

6.3 Facility Size

There are no formal standards relating to the nature of facilities, the size, or the number of toilets within a public toilet facility. These will vary depending on available site area and level of activity.

- Ideally the following types of facilities are preferred where space is available:
- Accessible toilet including baby change
 - Ambulant toilet
 - All gender toilet – to be delivered as an additional accessible toilet with all gender signage
 - Female toilet
 - Male toilet

Where space is restricted, at a minimum an accessible all gender toilet is preferred. If possible, the toilet should include baby change facilities.

Where change facilities are included in existing toilets or proposed as part of new toilets there should be a minimum one (1) all gender change facility where appropriate.

Image: APT incorporating local heritage and artwork, Melbourne



6.4 Materials, fixtures, and fittings

A standardised suite of materials, fixtures and fittings is preferred across the network of City owned and operated toilets which are low maintenance and easily procured.

The following amenities should be provided in all toilet upgrades and new toilets where possible:

- Sanitary bins – wall chute preferred
- General waste bin (as required)
- Sharps containers – wall chute preferred
- Stainless steel seats
- Soap dispenser – vandal proof metal dispenser
- Hand dryer (as required)
- Mirror – polished stainless steel
- Non-slip floors – tiled or cement
- Toilet paper – vandal proof metal dispenser
- Wash basin – stainless steel
- Baby change (as required)



Image: Public Toilet at Wellington Square including several ESD features, ambulant & all gender facilities.

6.5 Environmentally Sustainable Design (ESD)

The City of Perth will improve the environmental performance of public toilets by considering ESD principles for all toilet upgrades and new facilities. Examples of ESD principles include the following:

- Water and energy efficient appliances and fixtures
- Water capture and reuse
- Water sensitive urban design (WSUD) principles
- High degree of natural light and ventilation
- Re-use of existing materials where possible
- Use of recycled and environmentally friendly materials
- Use of local products and suppliers where possible

Additional measures to improve environmental outcomes include:

- Considering high standards of environmental performance for public toilets in certain circumstances, for example, environmentally sensitive locations such as Heirisson Island, John Oldham Reserve and Langley Park.

6.6 Crime Prevention Through Environmental Design (CPTED) Principles

Public toilet safety is a high priority for the City of Perth. The CPTED principles outlined below will apply to all proposed upgrades and new facilities:

- Additionally, the City supports improving safety by:
- Considering the need for temporary staffing at certain times to manage community use and behaviour in toilets and minimise concerns regarding anti-social behaviour
 - Aligning the location of public toilets and CCTV cameras, where possible.

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN PRINCIPLES



Location

- Park edges with maximum visibility and accessibility from the street
- Adjacent or integrated with site activators (e.g. playground, kiosk)
- Busy streets where there is high surveillance



Safety

- No concealment of doors and building
- Perimeter free of clutter to discourage loitering
- Vandal resistant
- Automatic locks



Lighting

- External lighting to the building
- External supplementary sensor lighting
- Maximise natural light internally



Entrances

- Highly visible from the street
- Easily identifiable
- Facing footpaths and activity areas



Building

- Facade treatments to enhance placemaking e.g. artwork
- Robust materiality
- Contemporary design (long lasting)



Signage

- External directional and instructional signage
- Information on hours of use and fault/issue contact details
- DDA compliant

7.0

Recommendations and Implementation

This section sets out a summary of the overall recommendations of the plan, as well as a five-year implementation program for renewals/upgrades of existing public toilets and development of new facilities.

7.1 OVERALL RECOMMENDATIONS



Identification of four locations for new toilets:

- Central Perth
- Mounts Bay Road
- Mardalup Park
- Vicinity of Matagarup Bridge



Six toilets prioritised for upgrade:

- Supreme Court Gardens
- Harold Boas Gardens
- Narrows Point
- Langley Park Reserve
- Heirisson Island
- J H Abrahams Reserve



Provision of public toilet facilities which are within a 300m walking distance in the city centre



Provision of public toilet facilities which are within a 400m walking distance in other neighborhoods



Promote through wayfinding, maps and digital information



Increase provision of all gender toilets



Expand the operational hours of the City's pop-up urinal



Feasibility study on a mobile accessible facility for events



Implement Access Audit 2022 findings



Ensure the National Public Toilet Map is up to date



Increase provision of Changing Place facilities



Image: Pedestrians cross Willam and Hay Streets

Appendix 1 Public Toilet Mapping

7.2. Five-Year Program for Public Toilets

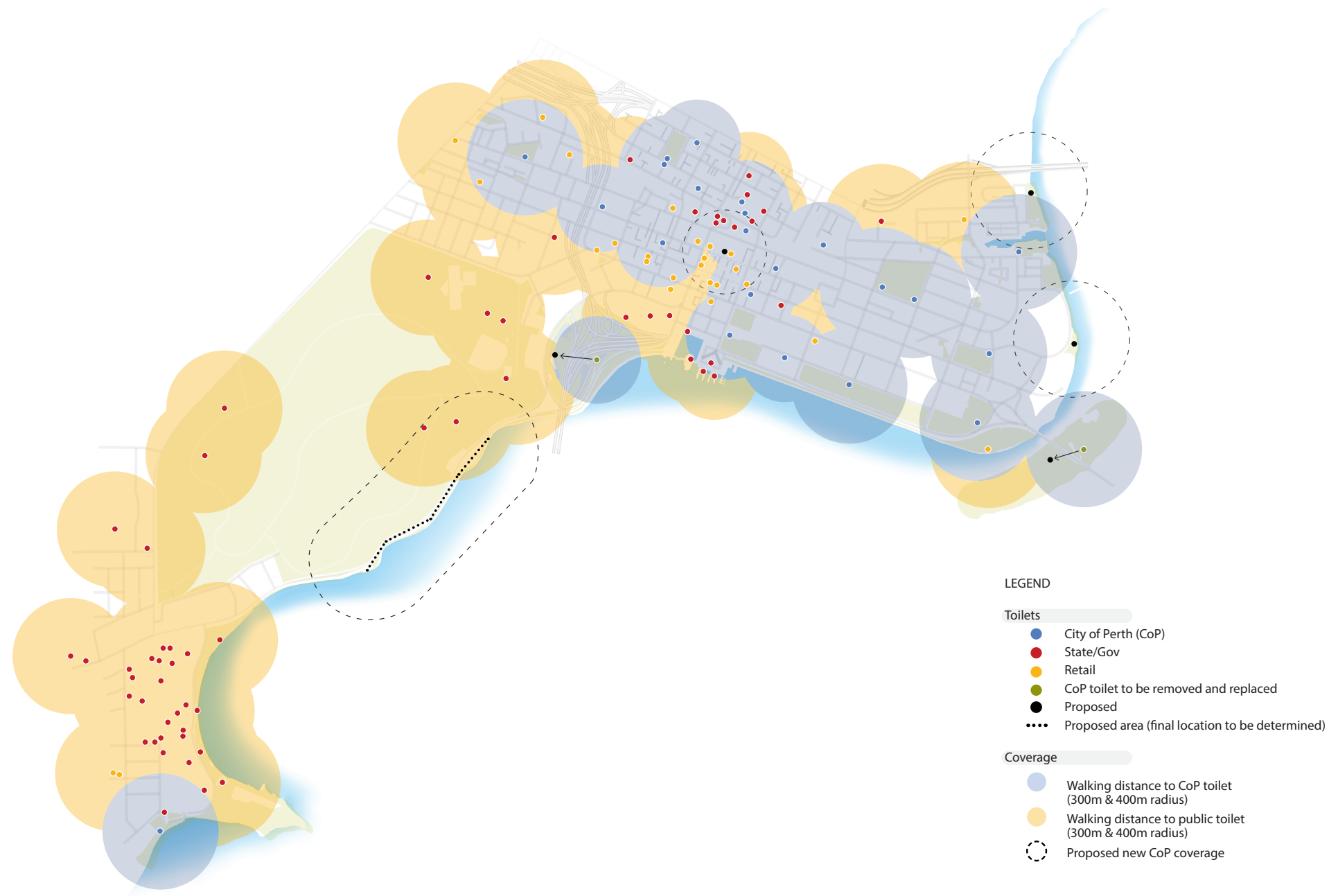
The five-year program for public toilets will be reviewed annually to capture future renewal projects

Renewals – Existing Public Toilets							
Location	Stage	Budget	2022/23	2023/24	2024/25	2025/26	2026/27
Langley Park	Design	\$150,000	●				
	Construction	\$1,500,000*		●			
Supreme Court Gardens	Design	\$150,000	●				
	Construction	\$650,000		●			
Heirisson Island	Design	\$40,000		●			
	Construction	\$400,000			●		
J H Abrahams Reserve	Design	\$20,000			●		
	Construction	\$400,000				●	
Harold Boas Gardens	Planning & Design	TBC					
	Construction	TBC					
Total		\$3,310,000	\$300,000	\$2,190,000	\$420,000	\$400,000	

* Includes upgrades to change rooms and a multipurpose room.

New Public Toilets							
Location	Stage	Budget	2022/23	2023/24	2024/25	2025/26	2026/27
Central Perth	Design	\$350,000		●			
	Construction	TBC			●		
Mardalup Park	Design	TBC			●		
	Construction	TBC				●	
Mounts Bay Road	Design	TBC			●		
	Construction	TBC				●	
Vicinity of Matagarup Bridge	Design	TBC				●	
	Construction	TBC					●

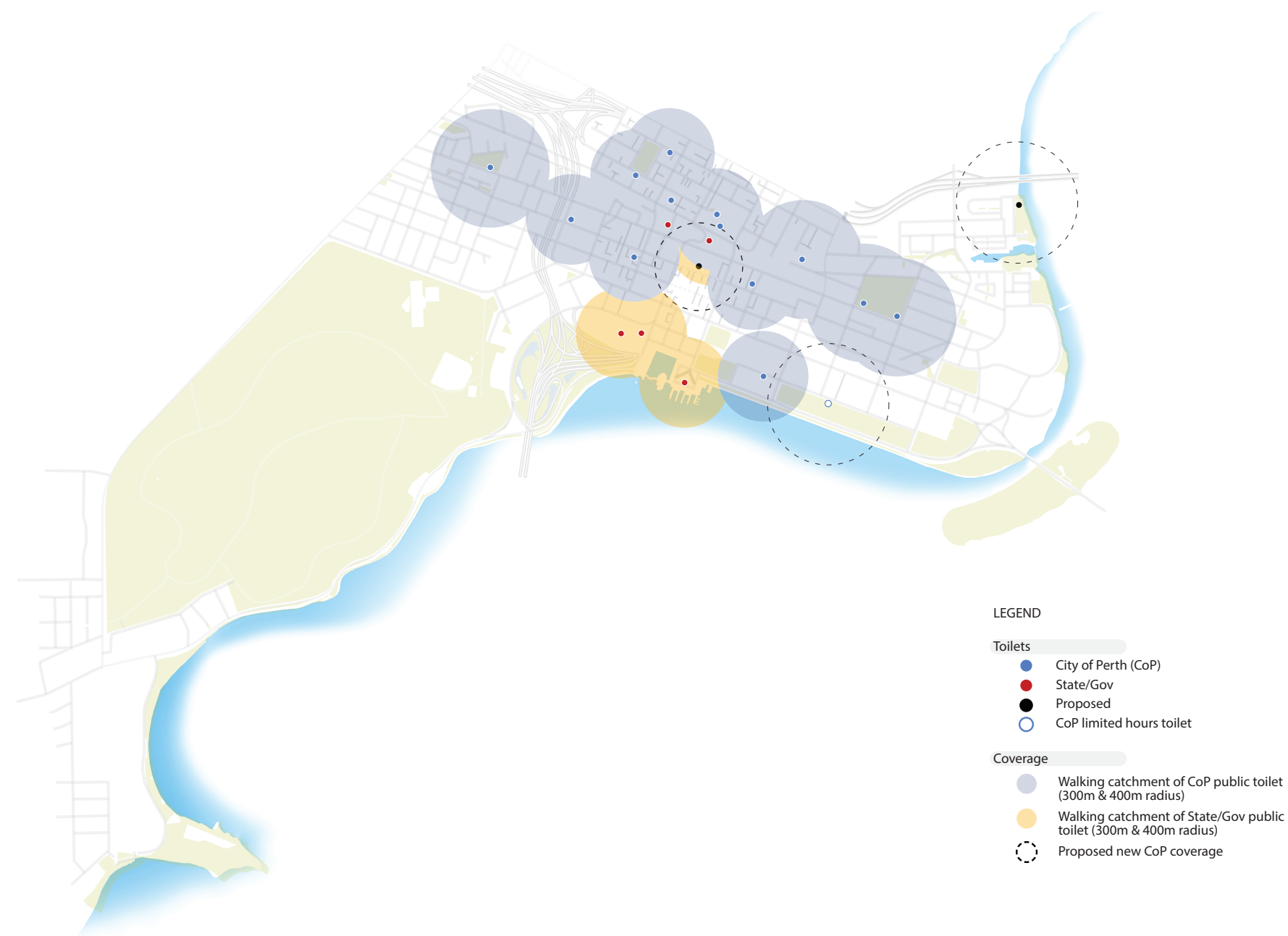
TBC - Funding subject to future budget allocation.



Map 1- Public Toilet Locations and Service Area



Date: 03.05.23
Rev: A
Scale: 1:15000 @ A4

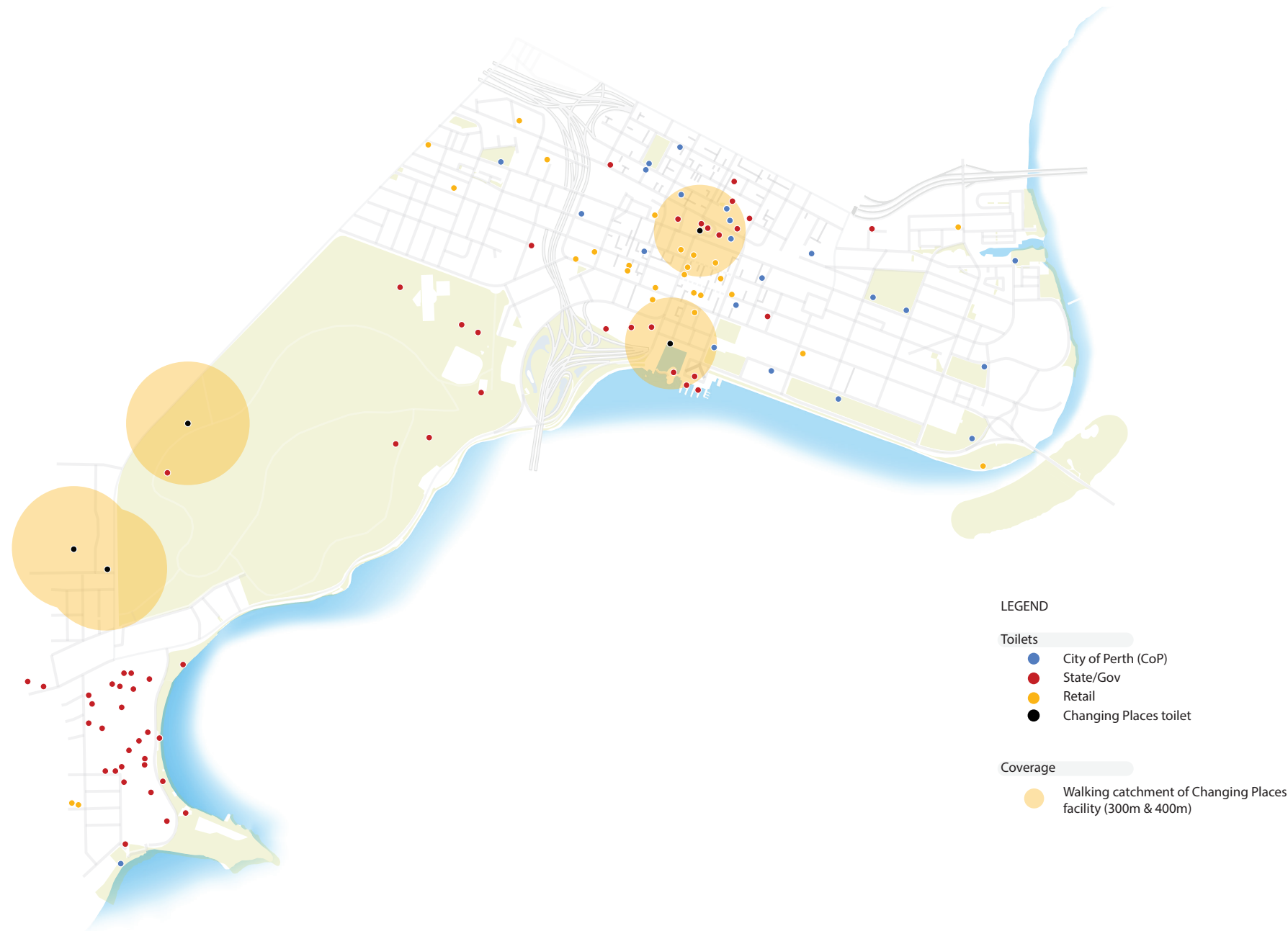


Map 2- Public Toilets Available After 8PM



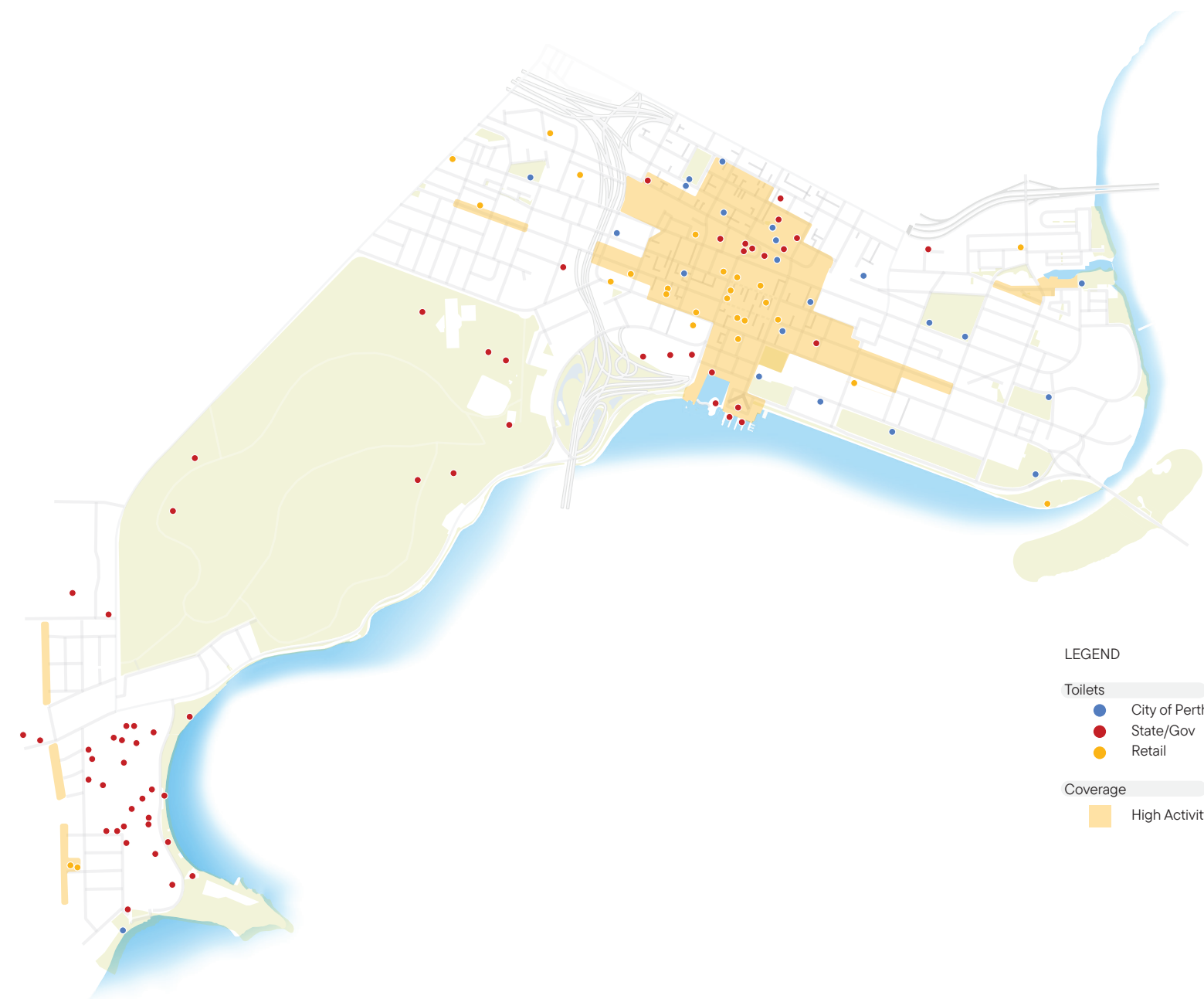
Date: 03.05.23
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Map 3- Changing Places facilities

North
Date: 03.05.23
Rev: A
Scale: 1:15000 @ A4



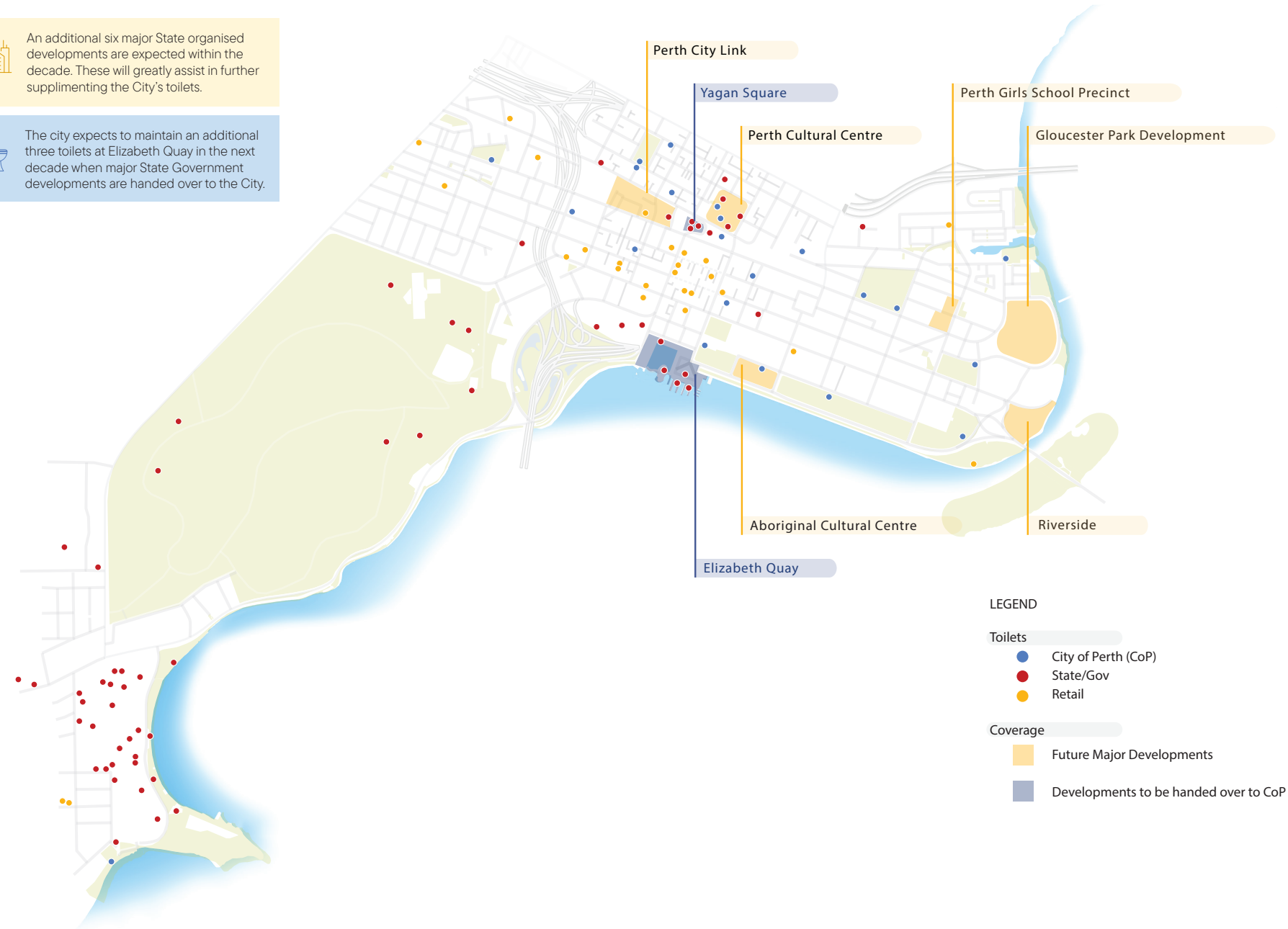
Map 4- High Activity Areas

North
Date: 03.05.23
Rev: A
Scale: 1:15000 @ A4



+6  An additional six major State organised developments are expected within the decade. These will greatly assist in further supplementing the City's toilets.

+3  The city expects to maintain an additional three toilets at Elizabeth Quay in the next decade when major State Government developments are handed over to the City.



Map 5- Major City Developments



Date: 03.05.23
Rev: A
Scale: 1:15000 @ A4



Appendix 2 Neighbourhood Recommendations

Existing City of Perth Facilities

Type	Name	Recommendation
Northbridge		
APT	Aberdeen Street APT	Recently installed. Monitor capacity and condition. Action access audit report recommendations.
Retractable urinal	James Street urinal	Monitor capacity and usability. Investigate expanding operational hours. Report on the suitability of urinals for further installation across City in higher/peak activity areas.
APT	James Street APT	Monitor capacity and condition. Action access audit report recommendations.
APT	Roe Street CPP Car Park (James Street)	Being upgraded 2022/23 Financial year. Monitor capacity and condition.
APT	State Library APT	Recommended for removal (not replacement) when facility reaches the end of its lifespan. The facility is poorly located, highly misused and a retrofit with new APT difficult due to new model configuration. The City's long term lease arrangements for the site need to be considered prior to removal.
Central Perth		
Integrated within building	Citiplace Rest Centre	Good condition. Retain and monitor capacity and condition. Recommend the facility goes through the Changing Places registration and accreditation process.
Built facility	Cultural Centre Concourse	Retain until new toilets proposed as part of Cultural Centre redevelopment are delivered. Action access audit report recommendations.
APT within car park	Elder Street CPP Car Park	Action access audit report recommendations.
Integrated within car park	His Majesty's CPP Car Park	Monitor capacity and condition. Action access audit report recommendations.

Type	Name	Recommendation
Central Perth (continued)		
Integrated within car park	Pier Street Car Park	Investigate replacement of the existing facilities. APTs not appropriate here as roof space is not high enough. Design to address safety and antisocial issues. Action access audit report recommendations.
Integrated within building	City of Perth Library	Install street signage. Monitor capacity and condition.
APT x2	Terrace Rd CPP Car Park APTs	Two APT facilities recently installed. Retain and monitor capacity and condition. Action access audit report recommendations.
Existing	Narrows Point	Priority for renewal. Investigate options to relocate West of Mitchell Freeway adjacent the playground or car park to improve access, useage and safety.
APT	Mclver Station – Moore Street	Monitor use and condition. Action access audit report recommendations
West Perth		
APT	Harold Boas APT	Priority for replacement. Highly used facility but one of the oldest in the City and in poor condition.
East Perth		
APT x2	Wellington Square APTs	Two APTs recently installed as part of Wellington Square upgrade. Monitor use and condition of facilities. Action access audit report recommendations.
Standalone built facility	Queens Gardens	Monitor use and condition. Action access audit report recommendations

Note: In addition to major toilet upgrades, ongoing maintenance and minor upgrades to the City's toilet will occur to maintain usability and quality. To improve safety and access to the City's APT network it is recommended they are fitted with a widget that allows remote access during emergencies.

Type	Name	Recommendation
Claisebrook		
Standalone built facility	Victoria Gardens	Improved signage and wayfinding a high priority. Improved signage required outside toilet facing Royal Street. Action access audit report recommendations
Integrated into building	Langley Park Reserve	High priority for upgrade. Once refurbishment complete extend opening hours to facilitate use after hours during events.
Standalone building	Vasto Memorial, Ozone Reserve	Action access audit report recommendations.
Standalone built facility	Heirisson Island	Priority for renewal. Facility being upgraded and relocated as part of the new bridge works.
Crawley-Nedlands		
Existing	JH Abrahams Reserve	High priority for upgrade or replacement due to poor condition and accessibility.

Proposed New City of Perth Toilet Facilities

Type	Name	Recommendations
Built facility or APT	Central Perth	New facility in the vicinity of Forrest Place and the malls which includes family facilities (e.g., baby change), all gender toilet and accessible facility.
Built facility	Mounts Bay Road	New facility in car park along Mounts Bay Road foreshore between Swan Brewery and The Boatshed. High cost of services to site noted.
Built facility or APT	Mardalup Park	Built facility which includes family facilities (e.g., baby change). Locations to consider include Mardalup park car park or adjacent the playground to support use of park facilities. Site contamination and service access noted as potential constraints.
Built facility or APT	Vicinity of Matagarup Bridge	New toilet facility along the reserve in the vicinity of Matagarup Bridge.

Note:
The 2017 Public Toilet Plan identified Hay Street East (Main Street) as an opportunity area for a new toilet. This Plan recommends monitoring changes to demand and land use in the area to determine if a new public toilet is suitable in this location.



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