



Survey findings report

Prepared by i.e. community for the City of Boroondara

Public Toilet Strategy

29 February 2024

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Introduction

About this report

This report presents the findings of a community survey undertaken to inform the development of Boroondara's Public Toilet Strategy. The objective of the survey was to understand current perceptions and expectations surrounding public toilets within the community. The survey was designed and administered by Council, and this report includes feedback collected online and in hard copy. The data analysis and reporting were conducted by i.e. community, a specialist community engagement consultancy.

Purpose and scope

Council began the preparation of a Public Toilet Strategy in response to community feedback received during the development of Boroondara's Asset Plan. The strategy's overarching goal is to establish a network of public toilets that are well-maintained, safe, and of high quality, catering to the community's diverse needs.

Key findings

Usage and experience

Most respondents (88%) reported using a City of Boroondara public toilet in the last 12 months. The community's experience is divided, with 42% reporting a positive experience and 37% having negative experiences. Ease of access (50%), cleanliness (33%), and feeling safe (31%) were most commonly cited as reasons for providing a positive rating. The most common concerns regarding negative experiences were lack of cleanliness (49%), wet facilities (34%), and lack of supplies (29%).

When asked about their intention to use Council's public toilets in the future, just over a third (32%) of respondents indicated they will use them frequently, 5% plan to use them daily and 27% anticipate using them weekly.

The most visited toilets were:

- Central Gardens, Hawthorn and Maling Road Shopping Centre (Bryson Street car park), Canterbury.
- Ferndale Park, Glen Iris and Victoria Park (general), Kew.
- Ashburton Village Shopping Centre (Marquis Street car park), Hawthorn East and Riversdale Park, Camberwell.

Analysis by gender, age group, and people living with a disability and/or health condition

- Males reported a higher percentage of positive experiences (38%) than females, who reported more varied experiences, with 22% reporting a poor experience and 19% reporting a very poor experience.
- The 80 to 89 age group reported the highest percentage of very poor experiences (33%), while the 60 to 69 age group had the highest percentage of very good experiences (18%). The 50 to 59 age group reported the most positive experiences (32%).
- There were significant differences in experiences for those living with health conditions, with 25% reporting very poor experiences. People living with a disability mostly reported neutral experiences (39%), with no reports of very good experiences.

Importance of having clean public toilets nearby

When asked about the importance of having clean public toilets nearby, the main reasons provided were:

- **Comfort and convenience:** The importance of clean, well-maintained toilets for extended outings and the sense of safety and well-being they provide.
- **Ageing population:** The necessity for frequent and emergency access for older people to participate in outdoor activities.
- **Families with children:** The ease of visiting parks and shops without worrying about bathroom access for young children.
- **Health and accessibility needs:** There was an emphasis on clean and accessible facilities for individuals with disabilities and/or health conditions.

Analysis by gender, age group, and by people living with a disability and/or health condition

- Females find it very important to have clean public toilets nearby (72%) compared to males (61%).
- The importance of having clean public toilets nearby generally increases with age, with the 50 to 59 age group (82% finding it very important) and the 80 to 89 age group (78% finding it very important) showing the highest concern.
- For people with a health condition, the availability of clean public toilets is considered very important by 80% of respondents. For those living with a disability, 72% reported it being very important.

Preferences and priorities

When asked about their preference for the style of toilet, traditional toilets were favoured (41%) over automated ones (35%).

For those who favour traditional toilets, control of the door (44%) and the availability of more cubicles (41%) were the key reasons provided. Of those who prefer automated toilets, 50% value them for their cleanliness, and 42% appreciate the enhanced privacy and safety they offer.

Analysis by gender, age group, and by people living with a disability and/or health condition

Males show a strong preference for automated toilets with self-cleaning features (49%), compared to females (28%), who predominantly prefer traditional toilets (46%).

Areas where a new public toilet may be needed

When asked where new public toilets are needed, the main areas identified were:

- **Sports grounds and organised recreation areas:** 48% of responses identified toilets were needed in parks, gardens and reserves.
- **Neighbourhoods and activity centres:** 37% of respondents identified locations around key activity centres, such as shops and high streets, as locations for new public toilets.

When asked to explain their decision, the main reasons for choosing these locations were:

- **Lack of nearby facilities:** Many areas lack close, accessible toilets, including parks, playgrounds, shopping areas, and walking tracks.
- **High user volume:** There is a need for toilets in areas with high traffic of families, children, cyclists, and pedestrians.
- **Condition of existing toilets:** Some respondents described current public toilets as unclean and unsafe, noting a desire for more maintenance and cleaning.
- **Accessibility and inclusivity:** There were calls for safe, inclusive toilets catering to various user needs, including safety for women, facilities for parents, and accessibility for disabled individuals.

Final comments

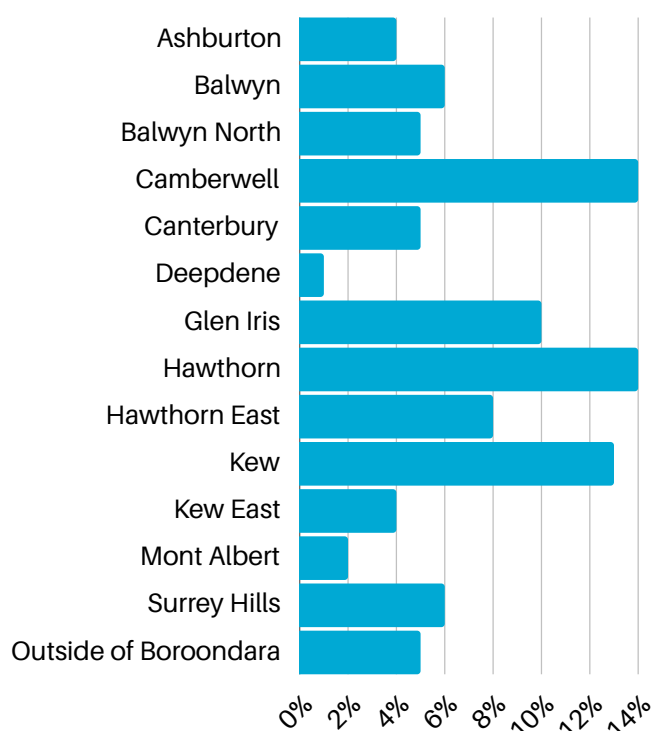
When asked for any final comments, the main themes were:

- **Cleanliness and maintenance:** Respondents returned their focus on the need for improved cleanliness and regular maintenance of public toilets, highlighting issues like graffiti, odour, and insufficient supplies.
- **Accessibility and inclusivity:** There were calls for toilets to be more accessible and inclusive, accommodating all individuals, including those with disabilities, families, and the non-binary community, with appropriate facilities and design.
- **Availability and location:** Feedback emphasised the necessity for more public toilets in high-traffic areas and extended hours of operation to meet community needs.
- **Safety and security:** Concerns were raised about safety and security around public toilets, with suggestions for improving lighting, security cameras, and measures to combat anti-social behaviour.
- **Appreciation for engagement:** There were positive responses to Council seeking feedback on public toilets. Respondents noted the importance of public toilets in enhancing city life and supporting diverse community needs.

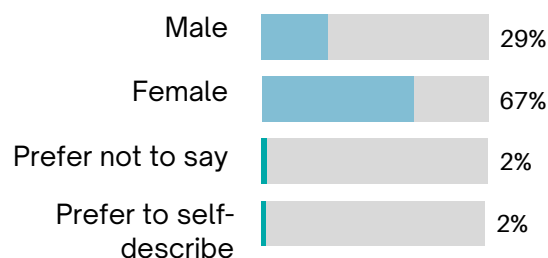
Who we heard from

388 people provided demographic data

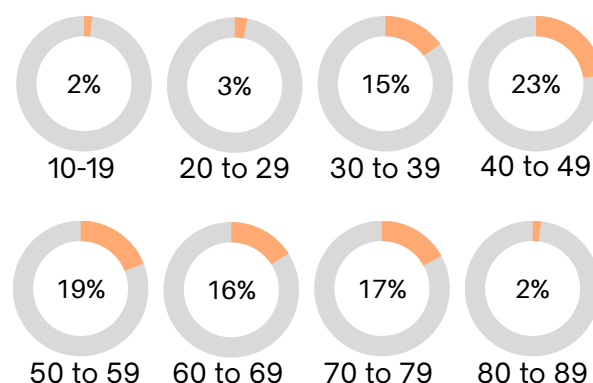
Residential suburb



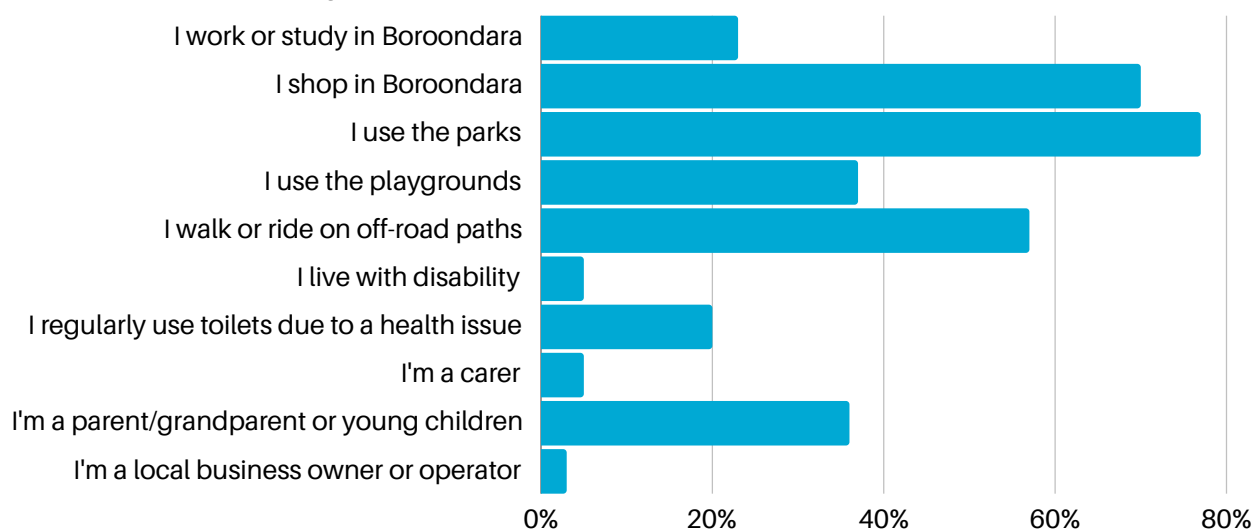
Gender



Age group



Connection to the city



Detailed findings

Have you used a City of Boroondara public toilet in the last 12 months?

388 people provided a response to this question.

Most respondents (88%) reported using a City of Boroondara public toilet in the last 12 months. A small portion (10%) said they had not used a Council public toilet. A small fraction (2%) were unsure. It should be noted that it is clear from the data that many people incorrectly identified toilets as being owned or managed by Council.

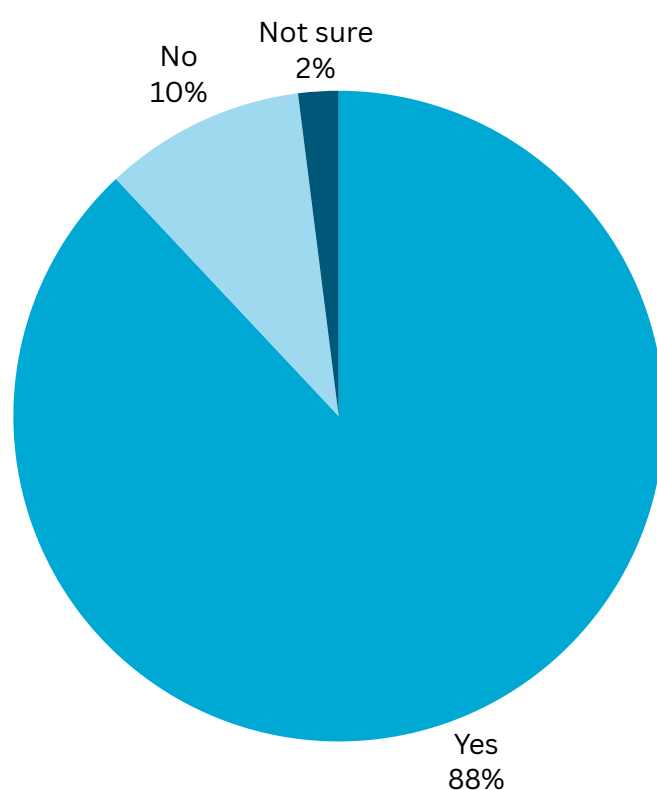


Figure 1. Use of a City of Boroondara public toilet.

Have you used a City of Boroondara public toilet in the last 12 months?	No.	% (n=388)
Yes	341	88%
No	39	10%
Not sure	8	2%

Where was the public toilet you visited?

A total of 342 responses were provided for this question, and some included more than one location. A detailed list of the public toilets used is provided in the appendix.

The suburb with the highest number of public toilets visited was Camberwell, with 20% of the total. Followed closely by Hawthorn with 18% of the public toilets mentioned and Glen Iris with 14%.

Surrey Hills had the fewest visited public toilets, with only 2%. A significant number of responses were toilets not managed by Council (14%), or toilets not considered as part of this strategy, including Council toilets at sports grounds and council facilities that are not accessible when these facilities are closed to the public (6%).

The most visited toilets were:

- Central Gardens, Hawthorn and Maling Road Shopping Centre (Bryson Street car park), Canterbury, both with 8%
- Ferndale Park, Glen Iris and Victoria Park (general), Kew both with 6%
- Ashburton Village Shopping Centre (Marquis Street car park), Hawthorn East and Riversdale Park, Camberwell with 5%.
- Considerable feedback was received related to the Camberwell Shopping Centre toilet (11%). Please note this toilet is not a City of Boroondara public toilet.

Where was the public toilet you visited? (Grouped by suburb)	No.	% (n=342)
Ashburton	31	10%
Balwyn	39	12%
North Balwyn	26	8%
Camberwell	64	20%
Canterbury	31	10%
Deepdene	17	5%
Glen Iris	44	14%
Hawthorn	59	18%
Hawthorn East	14	4%
Kew	44	14%
Kew East	20	6%
Surrey Hills	5	2%
Not a City of Boroondara public toilet	44	14%
Not considered as part of this strategy	18	6%

Where was the public toilet you visited? (Top 10 most frequently mentioned)	No.	% (n=342)
Camberwell shopping centre (not a Council public toilet)	37	11%
Central Gardens - Hawthorn	27	8%
Maling Road Shopping Centre (Bryson Street car park) - Canterbury	26	8%
Ferndale Park - Glen Iris	21	6%
Victoria Park (general) - Kew	20	6%
Ashburton Village Shopping Centre - Hawthorn East	18	5%
Riversdale Park - Camberwell	17	5%
Balwyn Shops (Library car park) - Balwyn	14	4%
Frog Hollow Reserve Hall - Camberwell	14	4%
Glenferrie Hawthorn Shopping Centre - Hawthorn	12	4%

How was your experience?

293 responses related to council-managed public toilets were provided.

Only respondents who had used a City of Boroondara toilet or were unsure about using one were asked to rate their experience. Experiences were mixed, with 42% reporting positive experiences, 10% finding their experience very good, and 32% rating it as good. On the other hand, 37% had a negative experience, with 22% describing their experience as poor, and 15% rating it as very poor. About a fifth (22%) had a neutral experience.

Please note that we excluded responses relating to public toilets not managed by Council and those outside the scope of the Public Toilet Strategy to focus our analysis on the management of facilities the Strategy will address.

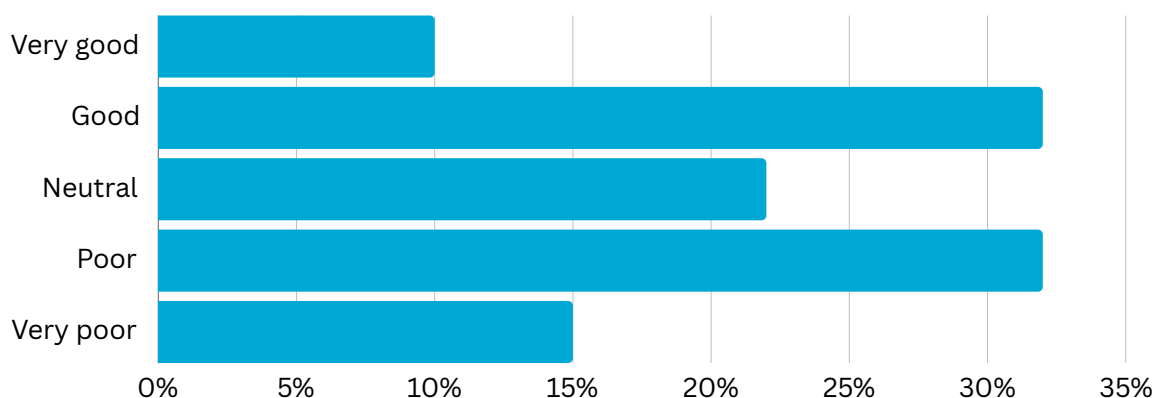


Figure 2. Experience using a City of Boroondara public toilet.

How was your experience?	No.	% (n=293)
Very good	28	10%
Good	93	32%
Neutral	64	22%
Poor	63	22%
Very poor	45	15%

Why did you give this rating?

293 responses related to council-managed public toilets were provided. Respondents could select all that apply.

Good experiences

Of those who reported a good experience, half (50%) appreciated easy access, 37% felt their needs were met, 33% found the toilets clean, and 30% reported that the toilets had toilet paper and soap. Feeling safe was identified by 15% of respondents.

Poor experiences

The most common factors that led to a poor experience were unclear toilets (49%), the absence of toilet paper and/or soap (29%), wet facilities (34%), and feeling unsafe (15%).

Please note that we excluded responses relating to public toilets not managed by Council and those outside the scope of the Public Toilet Strategy to focus our analysis on the management of facilities the Strategy will address (292 responses related to council-managed public toilets were provided).

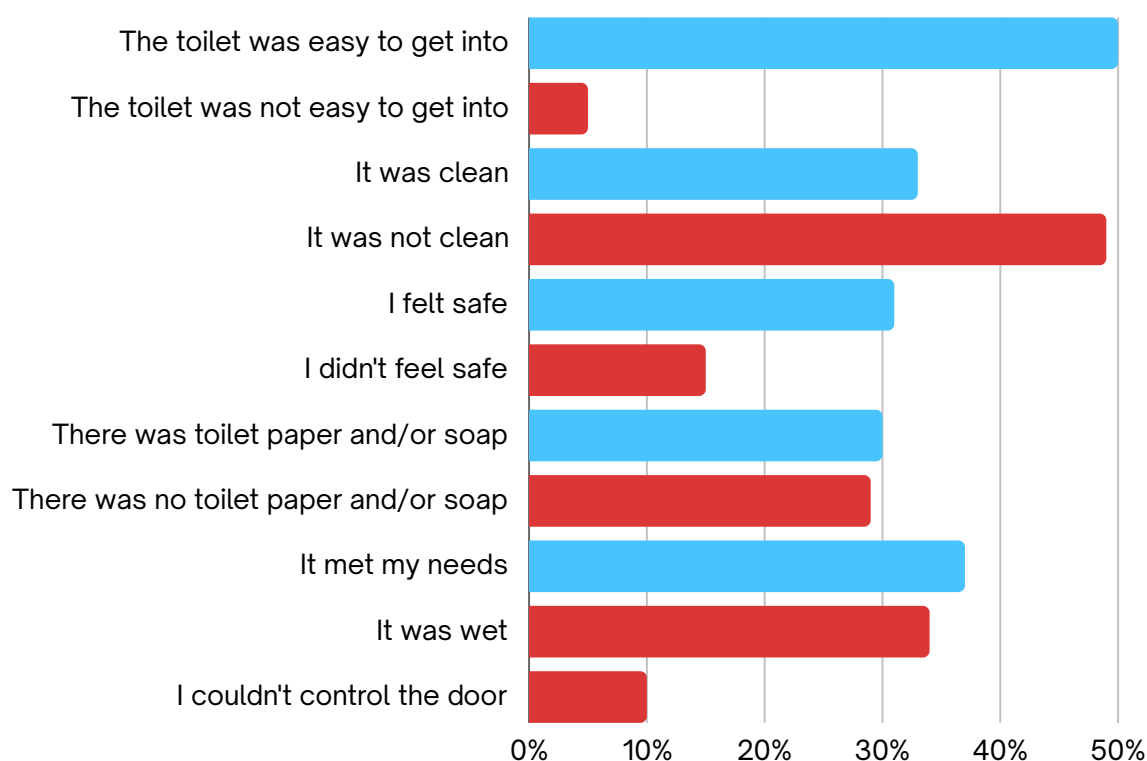


Figure 3. Factors that influence experience - positive factors in blue, negative in red.

Why did you give this rating?	No.	% (n=292)
Positive		
The toilet was easy to get into	147	50%
It met my needs	108	37%
I felt safe	91	31%
It was clean	95	33%
There was toilet paper and/or soap	88	30%
Negative		
It was not clean	143	49%
It was wet	98	34%
There was no toilet paper and/or soap	84	29%
I didn't feel safe	44	15%
I couldn't control the door	30	10%
The toilet was not easy to get into	15	5%

Further insights

260 responses relating to toilets that the Strategy will address were included.

The reasons participants gave for their ratings were compared with their overall experiences. Below are the main factors for both positive and negative feedback.

Positive ratings

- Easy to get into (39% Very good, 60% Good).
- Met users' needs (29% Very good, 37% Good).
- Toilet paper and soap were available (36% Very good, 34% Good).
- Users felt safe (29% Very good, 33% Good).
- Facilities were clean (39% Very good, 30% Good).

Negative ratings

- Not clean (59% Poor, 45% Very poor).
- No toilet paper/soap (39% Poor, 18% Very poor).
- The facility was wet (37% Poor, 30% Very poor).
- Didn't feel safe (22% Poor, 15% Very poor).
- I couldn't control the door (14% Poor, 15% Very poor).

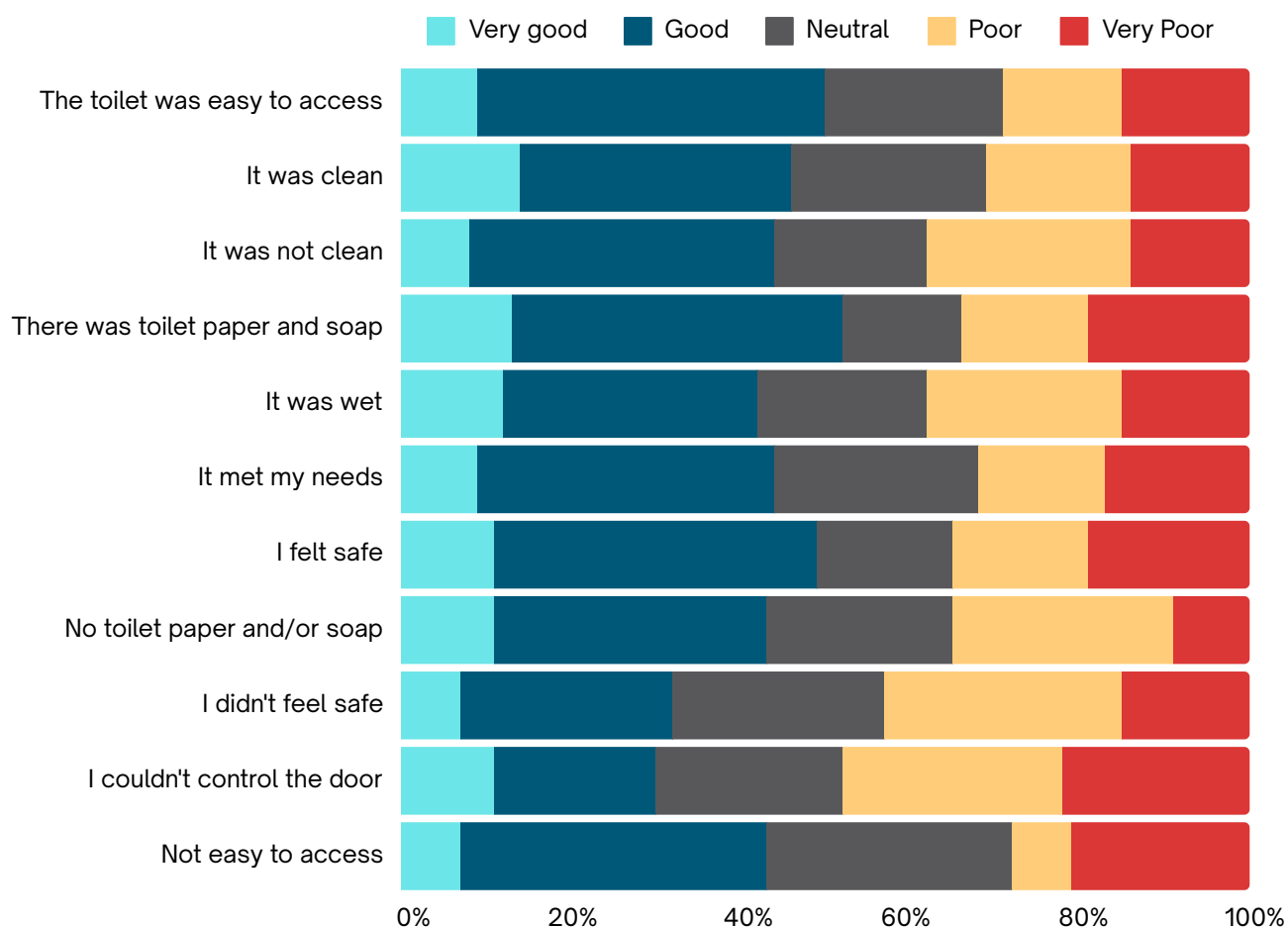


Figure 4. Users experience was correlated against the reason they their chosen rating.

Why did you give this rating?	Very good		Good		Neutral		Poor		Very Poor	
	No.	%(n=28)	No.	%(n=87)	No.	%(n=54)	No.	%(n=51)	No.	%(n=40)
The toilet was easy to get into	11	39%	52	60%	26	47%	18	35%	19	48%
The toilet was not easy to get into	1	4%	5	6%	4	7%	1	2%	3	8%
I couldn't control the door	3	11%	5	6%	6	11%	7	14%	6	15%
I felt safe	8	29%	29	33%	12	22%	12	24%	14	35%
I didn't feel safe	3	11%	10	11%	10	18%	11	22%	6	15%
It was clean	11	39%	26	30%	19	35%	14	27%	11	28%
It was not clean	10	36%	45	52%	23	42%	30	59%	18	45%
There was toilet paper and soap	10	36%	30	34%	11	20%	12	24%	15	38%
There was no toilet paper and/or soap	8	29%	24	28%	17	31%	20	39%	7	18%
It was wet	10	36%	25	29%	16	29%	19	37%	12	30%
It met my needs	8	29%	32	37%	22	40%	14	27%	16	40%

How often are you likely to use Council's public toilets in the future?

385 responses were provided for this question

A little more than a third (32%) of people indicate they will use Council's public toilets frequently, with 5% planning indicating daily and 27% weekly. A slightly smaller portion (29%) expect to use them monthly.

Less frequent use was reported by a third (30%), with 25% predicting 2 to 4 times a year and 5% predicting once a year. Around one in 10 (9%) do not use, or prefer not to use, a public toilet.

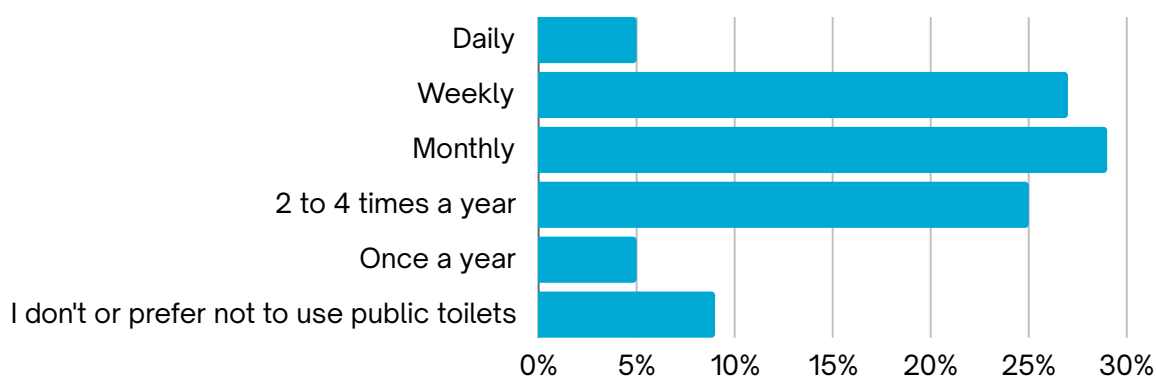


Figure 5. How often respondents are likely to use Council's public toilets in the future.

How often are you likely to use Council's public toilets in the future?	No.	% (n=385)
Daily	19	5%
Weekly	103	27%
Monthly	113	29%
2 to 4 times a year	95	25%
Once a year	19	5%
I do not use or prefer not to use a public toilet	36	9%

Why do you prefer not to use a public toilet?

35 people provided a response to this question and could select all that apply.

This question was only available for people who indicated they do not or prefer not to use public toilets.

A vast majority (86%) believe public toilets are dirty or smelly, leading to avoidance. Just over a third (31%) don't feel comfortable using public toilets, and (31%) prefer using facilities in cafes, restaurants, or libraries. Feeling unsafe was reported by 26% of respondents.

Less frequent responses include being unsure where to find public toilets (9%). While only 3% think public toilets are likely to be closed when needed. Accessibility for people with disabilities and not needing to use public toilets were not cited as reasons.

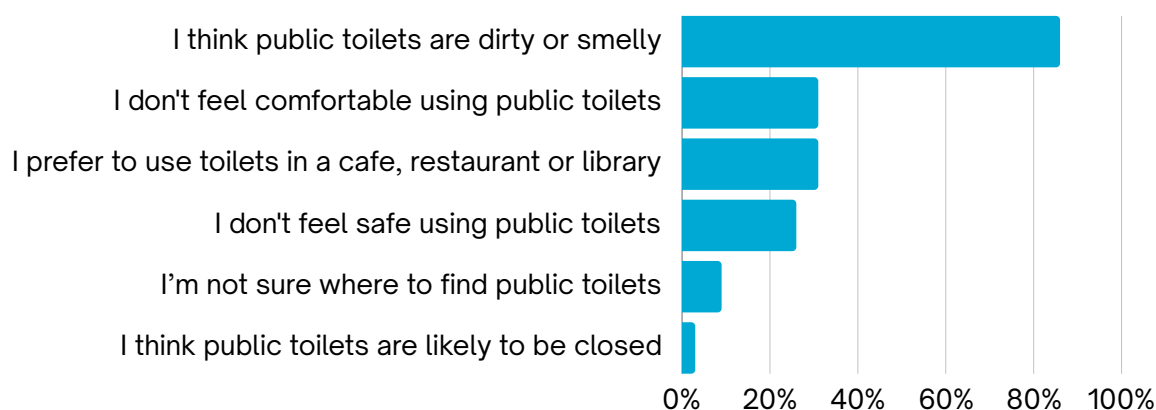


Figure 6. Preference not to use public toilets.

Why do you prefer not to use a public toilet?	Total	% (n=35)
I think public toilets are dirty or smelly	30	86%
I don't feel comfortable using public toilets	11	31%
I prefer to use toilets in a cafe, restaurant or library	11	31%
I don't feel safe using public toilets	9	26%
I'm not sure where to find public toilets	3	9%
I think public toilets are likely to be closed when I need them	1	3%
I think public toilets are often not accessible for people with a disability	0	0%
I don't need to use public toilets in Boroondara	0	0%

Which style of toilet do you prefer?

379 people responded to this question

There is a slight preference for traditional toilets, with 41% favouring them over an automated toilet an automated toilet with self-cleaning features (35%). Around a quarter (24%) have no preference.

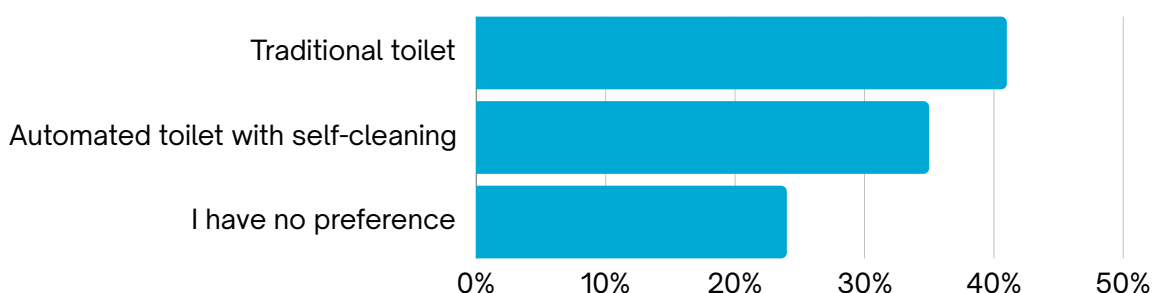


Figure 7. Preference for toilet style.

Which style of toilet do you prefer?	No	% (n=379)
Traditional toilet	156	41%
Automated toilet with self-cleaning	131	35%
I have no preference	92	24%

Why do you prefer automated toilets?

131 people responded and could select all options that apply. Only respondents who indicated they prefer automated toilets were asked this question.

Cleanliness (50%) and privacy (42%) were the most important factors. A little more than a third (32%) of respondents appreciate that no one can hide in automated toilets. Having paper, soap, and bins was a factor for 28%, while 24% found automated toilets easier to use. Around a fifth (21%) believe they are more accessible.

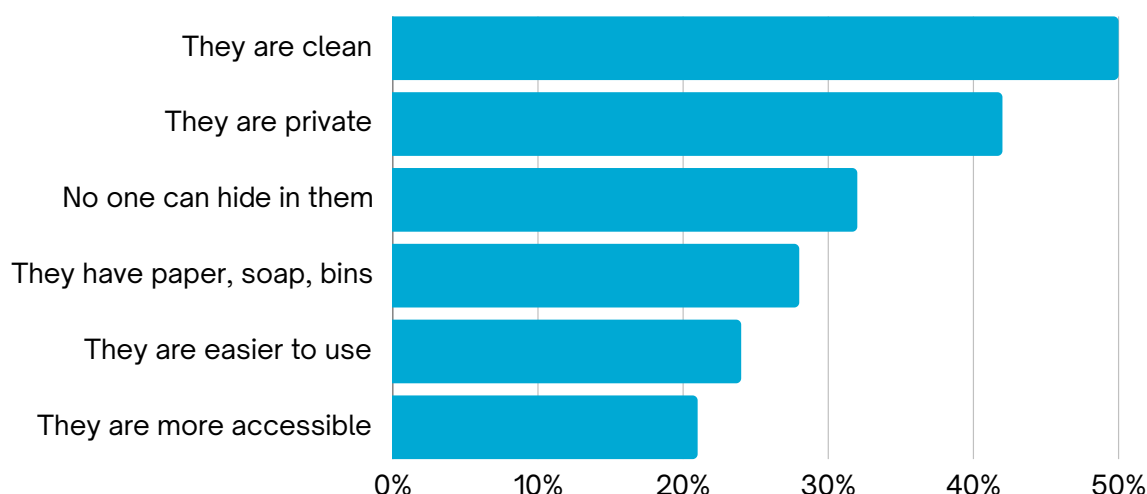


Figure 8. Why respondents prefer automated toilets.

Why do you prefer automated toilets?	No.	% (n=131)
They are clean	64	50%
They are private	53	42%
No one can hide in them	41	32%
They have paper, soap, bins	36	28%
They are easier to use	31	24%
They are more accessible	27	21%

Why do you prefer traditional toilets?

156 people responded to this question and could select all options that apply. Only respondents who indicated they prefer traditional toilets were asked this question.

Almost half (44%) of respondents prefer having control over the door, unlike with automated toilets, while 41% appreciate the higher number of cubicles available in traditional toilets.

Less frequent responses include that they are easier to use (28%), the privacy offered by separate areas for men and women (26%), and cleanliness (22%). Preferring traditional toilets because their locations seem less exposed was a factor for 15% of respondents.

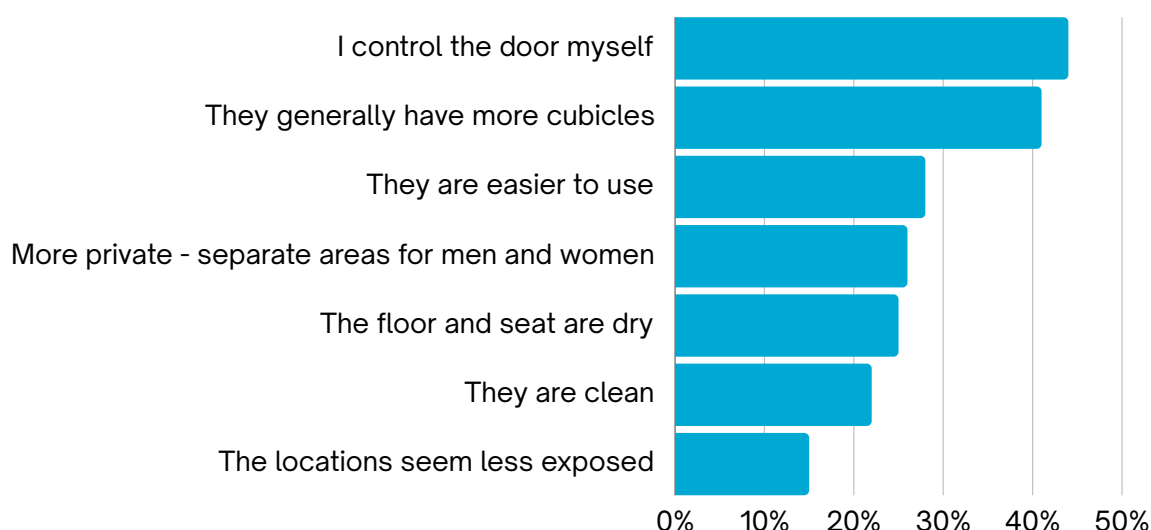


Figure 9. Why respondents prefer traditional toilets.

Why do you prefer traditional toilets?	No.	% (n=156)
I control the door myself	68	44%
They generally have more cubicles	64	41%
They are easier to use	43	28%
They are more private - separate areas for men and women	40	26%
The floor and seat are dry	39	25%
They are clean	35	22%
The locations seem less exposed	23	15%

When choosing to visit a park or shops, how important is having clean public toilets nearby?

388 people responded to this question.

A majority (69%) of respondents reported that having clean public toilets nearby is very important when choosing to visit a park or shops. A small portion (18%) consider it important, while even less (12%) view it as somewhat important. Only 2% find it not important, highlighting that the majority place significant value on cleanliness and accessibility of public toilets in their decision to get out and about in the community.

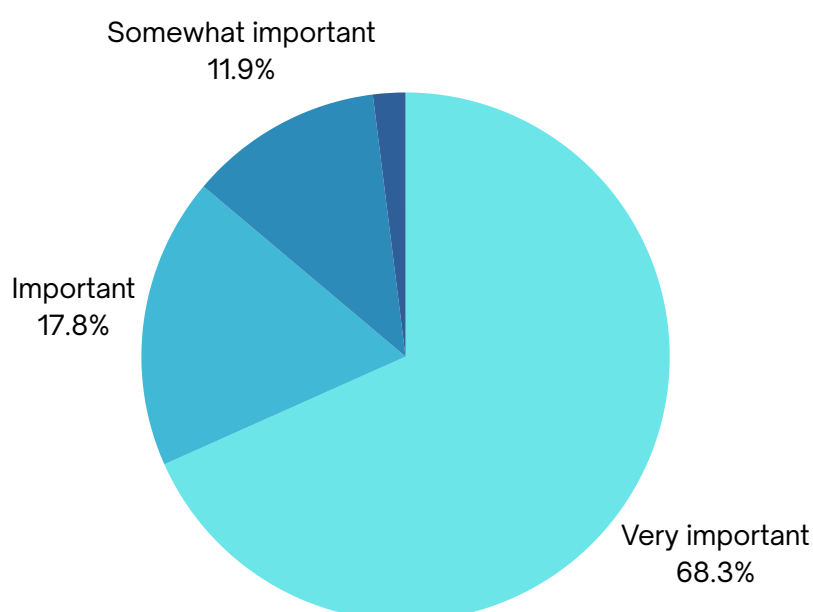


Figure 10. How important is it to have clean toilets when visiting parks or shops

When choosing to visit a park or shops, how important is having clean public toilets nearby?	No.	% (n=388)
Very important	266	69%
Important	70	18%
Somewhat important	46	12%
Not important	6	2%

Feel free to explain why

In response to the question, ‘When choosing to visit a park or shop, how important is having clean public toilets nearby?’ respondents were given the opportunity to explain their response. An analysis of the responses identified the following key themes.

Comfort and convenience were a concern for a majority of respondents, who emphasised the need for easy and quick access to clean and well-maintained toilets when out and about. Clean toilets also provide a sense of safety and well-being. The lack of clean public toilets in parks and shops is considered inconvenient, leading to a reliance on cafes or other businesses for restroom access and, to some, not feeling comfortable staying out for extended periods of time.

“So I can spend longer periods of time there”

“They are like a safety net. Knowing they are there gives the confidence to go out”

The needs of an ageing population were a considerable concern, with a significant number of respondents noting that as people get older, they may need to use the toilet more frequently, and having clean public toilets available ensures that they can still participate in activities outside the home. Elderly relatives may need emergency access to toilets more frequently, and having clean public toilets nearby ensures their safety and well-being.

“I’m an older woman and sometimes need to go urgently. Without available toilets, I sometimes avoid some places”

“As we get older, we get caught out more often”

Convenience for families with children was another key concern. For families with children, having clean public toilets nearby makes it easier to visit parks and shops without worrying about bathroom access.

“I have young children, so if I’m planning a play date, a park with toilets is often preferred”

“I have young children, and a trip out can become very difficult quickly without a clean, accessible toilet”

Accessibility for individuals with health requirements was also raised, relating to concerns for those with health conditions, and the importance of having clean, well-maintained, and easily accessible toilets in public spaces was emphasised. Responses also highlighted the need for public toilets to be wheelchair-accessible and equipped with automatic doors, rails, and change tables to cater for people with disabilities.

“Required for all, especially people with disabilities”

“People need to use toilets. Sometimes you are out and about for a long time. You can stay out longer or plan to use active travel when there are toilets. People with different conditions may need a toilet more frequently and they deserve safe and dignified places to use them”

Are there areas where you believe a new public toilet is needed?

329 open-ended responses were provided. Respondents often listed more than one location.

Participants were asked to nominate areas where they believe a new public toilet is needed. The responses were coded against categories provided by Council and suburbs.

- A little less than half (48%) of respondents pointed to public toilets needed in sports grounds and organised recreation areas, including parks, gardens and reserves.
- Locations with neighbourhood and activity centres were also commonly cited, with 37% of responses related to busy streets and popular activity centres.
- Less frequent were shared paths and trails, with 5%.
- Areas outside Council's sphere of influence, such as train stations, public transport hubs, universities and adjoining municipalities, were mentioned by 2% of people.
- Other responses include 'not sure' responses and those not related to a location. 15% of responses were unrelated to a location for new toilets.

Areas new public toilets are needed (categorised)	No.	% (n=329)
Sports grounds and organised recreation areas (parks/gardens/reserves)	157	48%
Neighbourhood and activity centres	121	37%
Shared paths and trails	18	5%
Non Council toilets (train stations, public transport hubs, universities and adjoining municipalities)	7	2%
Other	48	15%

Please note respondents could list more than one location in their response

Breakdown by suburb

An analysis of the responses by suburb has identified a number of key locations in each of Boroondara's suburbs where participants would like to see new public toilets. Below, the top locations for each suburb have been identified.

Ashburton

- Ashburton Park (3)
- Ashburton neighbourhood and activity centre (3)

Balwyn

- Belmore Heights neighbourhood and activity centre (2)

Balwyn North

- Gordon Barnard Reserve (5)
- Macleay Park (3)

Camberwell

- Camberwell neighbourhood and activity centre (52)
- Lynden Park (12)

Canterbury

- Boroondara Park (14)
- Maling Road neighbourhood and activity centre (4)

Glen Iris

- Summerhill Park (7)

Hawthorn

- Grace Park (13)
- Glenferrie Road neighbourhood and activity centre (9)

Hawthorn East

- Auburn Road neighbourhood and activity centre (4)
- Rathmines Road Reserve (3)

Kew

- Eglinton Reserve (11)
- Foley Reserve (8)
- Kew Junction neighbourhood and activity centre (7)

Kew East

- Hyde Park (3)
- Harp village neighbourhood and activity centre (3)
- Dickens Corner neighbourhood and activity centre (2)

Surrey Hills

- Mary MacKillop Park (6)
- Surrey Hills neighbourhood and activity centre (4)

General areas across the City of Boroondara

- Along the Gardiners Creek Trail (6)
- Along the Anniversary Trail (10)

Areas new public toilets are needed (grouped by suburb)	No.	% (n=329)
Ashburton	13	4%
Balwyn	15	5%
Balwyn North	11	3%
Camberwell	87	26%
Canterbury	26	8%
Deepdene	8	2%
Glen Iris	18	5%
Hawthorn	47	14%
Hawthorn East	8	2%
Kew	34	10%
Kew East	9	3%
Mont Albert	5	2%
Surrey Hills	19	5%

Why do you believe a public toilet is needed in these areas?

An analysis of the responses identified the following key themes.

The lack of nearby toilets was mentioned by a significant number of respondents, in particular around parks, playgrounds, shopping strips, and walking tracks. They expressed the need for accessible and convenient toilets in these locations.

“There are no toilets within a reasonable distance, and my grandchildren need to use toilets frequently and urgently”

“So that people can picnic there, so that children have somewhere to go, so that people don’t relieve themselves on the grass, because there are no public toilets nearby”

The high volume of users was also important to respondents, who highlighted areas where people gather in numbers, including families, children, cyclists, dog walkers, and general walkers. Respondents also observed that people often spend extended periods of time in these areas and that providing public toilets would allow them to stay longer and enjoy their time without having to leave or find alternative solutions.

“Many families with young children using this often, often people hosting kids birthdays there and not a bathroom facility”

“You typically spend several hours in parks etc, and often eat and drink while there”

The poor condition of existing toilets was raised by a smaller portion of respondents who believe that some public toilets in Boroondara are in a poor state, with descriptions of them being filthy, unclean, and unsafe. They emphasised the need for new, well-maintained, hygienic facilities to replace older ones.

“The current toilet is never actually clean, it is always filthy, wet, and unsafe”

“The existing ones are old, and they are heavily utilised”

Accessibility and inclusivity: Some respondents highlighted the importance of having public toilets that cater to a variety of needs, including women's safety, parents of young children, and people with disabilities. They called for safe, inclusive toilets and were mindful of different user requirements when considering new locations.

“For accessibility for people with special needs who like to enjoy the parks and recreation equipment”

“Without good access to good public toilets, people with continence issues may choose to stay home, which can become very isolating”

How far would you walk to get to a public toilet?

386 people responded to this question

The majority of respondents (63%) prefer public toilets within a short walking distance, with 13% indicating they would walk up to a minute, and over half of respondents (53%) are willing to walk up to 4 minutes. Around a quarter (26%) are willing to walk 4 to 8 minutes. Only 8% of respondents indicated they would walk over 8 minutes.

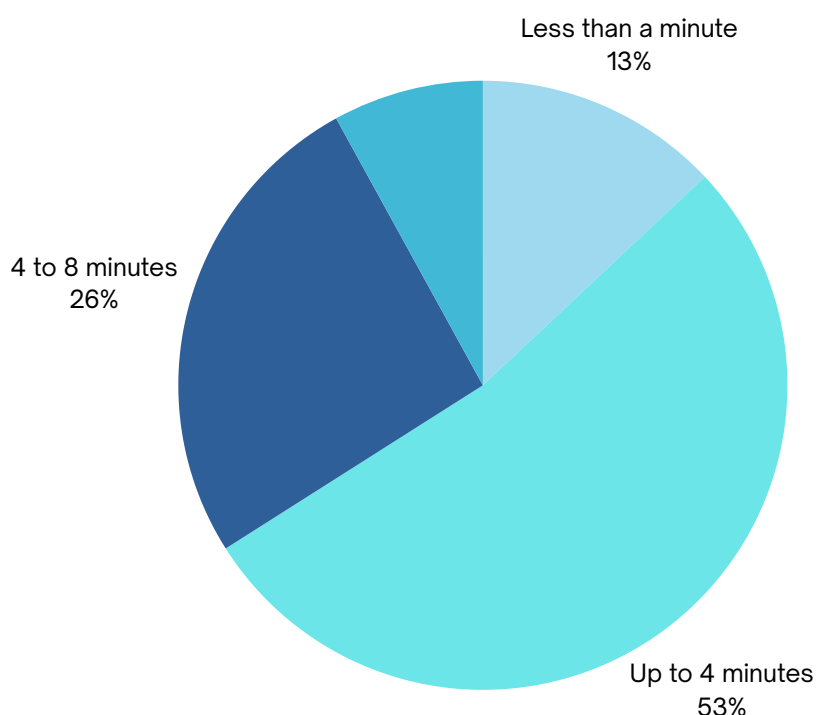


Figure 11. How important is it to have clean toilets when visiting parks or shops

How far would you walk to get to a public toilet?	No.	% (n=386)
Less than a minute	51	13%
Up to 4 minutes	204	53%
4 to 8 minutes	100	26%
More than 8 minutes	31	8%

How important are the following features of public toilets for you?

388 people provided a response to this question.

The responses have been grouped into the categories: Most important, mixed-levels of importance, and less important.

Most important

- **Cleanliness:** 83% consider it very important.
- **Feels safe:** 81% consider it very important.
- **Conveniently located:** 76% consider it very important.
- **Open on weekends and evenings:** 76% consider it very important.
- **Has soap for handwashing:** 71% consider it very important.
- **No smell:** Although 56% consider it very important, 33% consider it important, and 10% consider it somewhat important.

Mixed levels of importance

- **No queueing:** While 26% consider it very important, 34% consider it important, and 34% consider it somewhat important
- **No graffiti:** 25% consider it very important, 23% consider it important, and 31% consider it somewhat important.
- **Disability access:** Respondents were divided, with 37% considering it very important and 22% considering it not important.
- **Adult change facilities for users with high support needs:** While 22% consider it very important, 33% consider it not important, indicating mixed importance among respondents.

Least important

- **Baby change facilities:** 32% consider it not important, with only 20% indicating it was an important feature.
- **Has a sharps bin:** 32% consider it not important, with only 19% considering it important.
- **No graffiti:** 21% consider it not important, while 34% believe it is somewhat important.

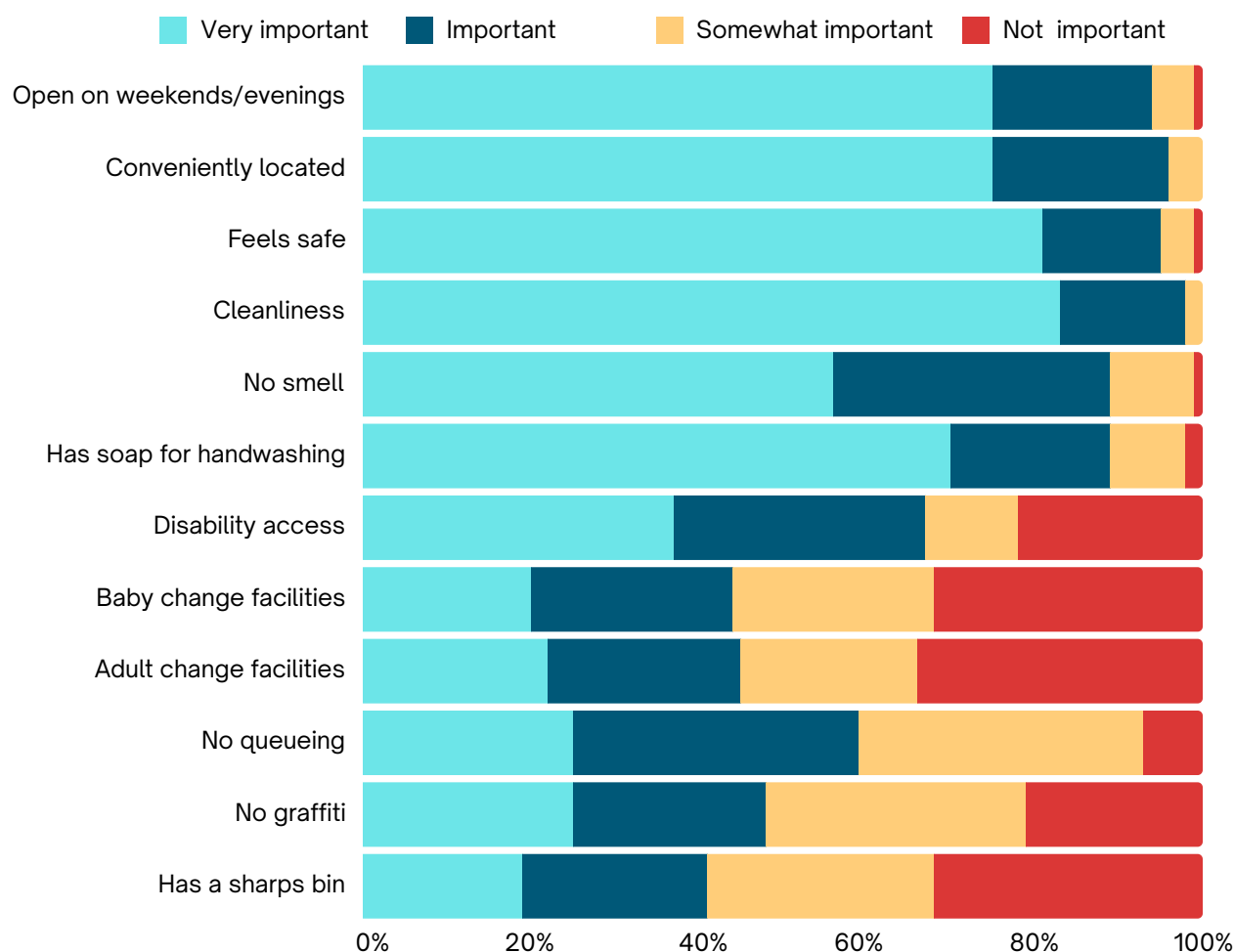


Figure 12. How important is it to have clean toilets when visiting parks or shops

How important are the following features of public toilets for you?	Very Important		Important		Somewhat important		Not important	
	No.	%(n=388)	No.	%(n=388)	No.	%(n=388)	No.	%(n=388)
Open on weekends and evenings	295	76%	72	19%	18	5%	3	1%
Conveniently located	293	76%	80	21%	15	4%	0	0%
Feels safe	316	81%	53	14%	15	4%	4	1%
Cleanliness	322	83%	60	15%	6	2%	0	0%
No smell	219	56%	127	33%	38	10%	4	1%
Has soap for handwashing	275	71%	72	19%	34	9%	7	2%
Disability access	143	37%	116	30%	42	11%	87	22%
Baby change facilities	79	20%	92	24%	93	24%	124	32%
Adult change facilities for users with high support needs	87	22%	89	23%	83	21%	129	33%
No queueing	101	26%	130	34%	130	34%	27	7%
No graffiti	97	25%	88	23%	120	31%	83	21%
Has a sharps bin	74	19%	85	22%	106	27%	123	32%

Please rank your top 5 priorities for improvements to public toilets across Boroondara.

373 people responded to this question.

Priorities were determined using the Weighted Average (WAVG) ranking method, assigning values to each response option based on priority ranking. The option with the lowest total score is deemed the highest priority, and the option with the highest total score is considered the lowest priority.

The priorities for improvements to public toilets across Boroondara, from highest to lowest priority, are as follows:

- Provide more toilets
- Better cleaning and maintenance
- Update/upgrade existing toilets
- Improve the safety/security of public toilets
- Increase the opening hours
- Improve awareness of locations
- Improve disability access

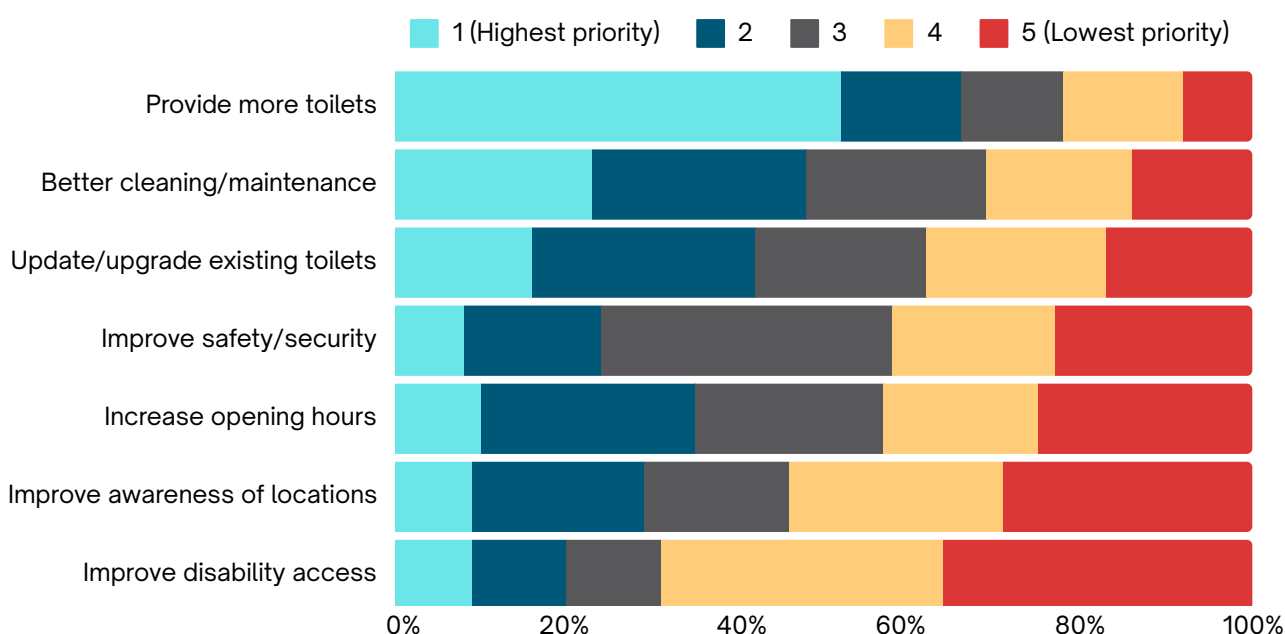


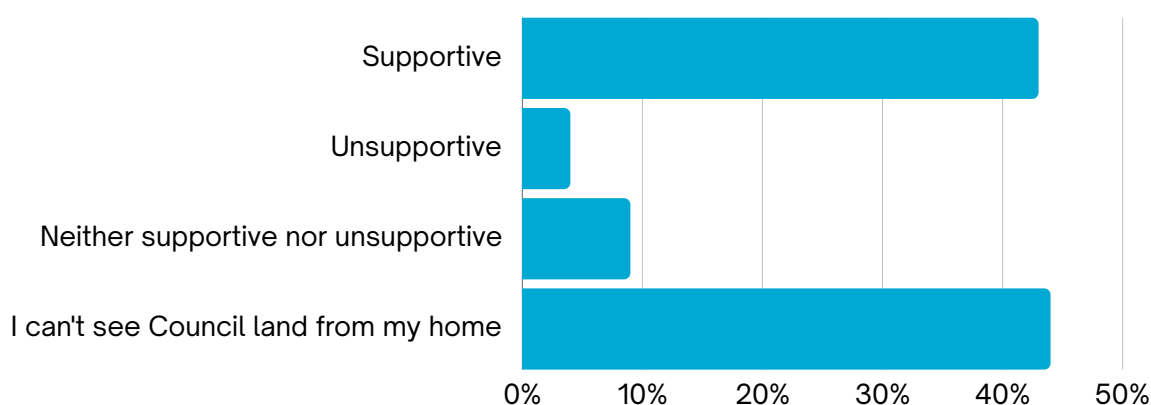
Figure 13. Priorities for improvements to public toilets

Please rank your top 5 priorities for improvements to public toilets across Boroondara.	1 (highest priority)	2	3	4	5 (lowest priority)	Rank (WAVG)
Provide more toilets	164	45	37	43	25	1222
Better cleaning and maintenance (remove graffiti/repair damage)	70	77	64	51	41	993
Update/upgrade existing toilets	47	76	59	62	51	891
Improve the safety/security of public toilets	21	42	92	51	60	711
Increase the opening hours	23	56	51	41	57	631
Improve awareness of locations (e.g. signage/promotion)	22	48	40	59	67	607
Improve disability access	15	18	19	55	61	375

How supportive would you be if a public toilet was installed on Council-managed land within sight of your home or business?

386 people responded to this question

Just under half of respondents (43%) support installing a public toilet on Council-managed land within sight of their home or business. A significant proportion (44%) cannot relate as they cannot see Council land from their home or business. Only 4% are unsupportive of this proposal.



How supportive would you be if a public toilet was installed on Council-managed land within sight of your home or business?	No.	% (n=386)
Supportive	167	43%
Unsupportive	15	4%
Neither supportive nor unsupportive	34	9%
This does not apply to me as I can't see Council land from my home or business	170	44%

Do you have any final comments to add?

230 people responded to this question

An analysis of the feedback revealed the following key themes.

Cleanliness and maintenance was a major concern, with many respondents expressing dissatisfaction with the current state of cleanliness in public toilets, including issues such as graffiti, foul smells, and lack of toilet paper.

"I would like to see more frequent cleaning of toilets"

"Clean, safe and well-maintained toilets are essential in public areas, particularly for parents with your children and older members of the community."

Accessibility and inclusivity were also highlighted, with calls for public toilets to cater to all individuals, including those with disabilities, parents with young children, and non-binary individuals.

"It is incredibly important that toilets are available for people of all genders and the council does not defer to only male and female toilets. There needs to be options for people who are non-binary, or who would not feel comfortable using a public toilet for their own gender because of fear of harassment or abuse."

"Please make them accessible, gender neutral and provide change tables. Hire people to clean them on a regular basis"

Availability and location were also raised, with respondents indicating a need for more public toilets in high-traffic areas and for these facilities to be open for longer hours.

"Public restrooms could be improved by expanding the capacity at high traffic areas such as additional train stations within the Borondara region"

"The most important issue for me is extending the opening hours of the current toilets, preferably to open from 5:00 am daily, in particular, the silver self-cleaning toilets"

Safety and security were also a concern, with issues such as anti-social behaviour, drug use, and lack of lighting or security measures being raised.

"We need cleaner toilets, safer. Not necessarily more"

"Please focus on upgrading current facilities, better lighting, security cameras, it will be much better for the community overall"

Appreciation for engagement: Many users noted that they were glad to see Council engaging on this issue, noting the importance of the work and the difference it can make to people's lives.

"I'm glad that this survey was advertised. I hope that it provides helpful data as I think this is important to city life"

"This is so important. Good toilets should be a priority, not an afterthought. Especially for people with medical problems, mothers & the elderly (there are a lot of elderly residents in the area!) I am so pleased to see this subject is finally getting some attention."