

## Key Actions

Action ID	Action	Classification	Timeline	Responsibility	Cost (per annum)
<b>DISTRIBUTION ACTIONS</b>					
A1	Review this Plan in five years and revise and refine action plan as required.	Strategic	Medium Term	Asset Management	Existing
A2	Should a number of requests for a public toilet arise, apply the assessment frameworks in conjunction with the gap analysis to determine future need.	Strategic	Ongoing	Asset Management	Existing
A3	Where large commercial or public sector developments are proposed in high public activity areas, negotiate the provision of public toilets as part of the development, where additional public toilets are required.	Operational	Ongoing	Strategic Planning	Existing
A4	Advocate with State Government for the provision of public toilets at the Eaglemont Railway Station, Including investigating the opportunity for community access to existing staff toilets.	Strategic	Short Term	Transport and Environment	Existing
A5	Investigate the opportunity of making the Diamond Village Shopping Centre toilets accessible to the community.	Strategic	Medium Term	Economic Development	Existing
A6	Prioritise the provision of new or upgraded public toilets in neighbourhood or regional parks, as informed by the gap analysis and community feedback, for inclusion in the 10-year capital works program.	Strategic	Medium Term	Asset Management	Existing
A7	Install new toilets based on the gap analysis and the residents' requests along the trails and shared paths.	Strategic	Medium Term	Asset Management	In Capital Works Program
A8	Utilise the assessment framework(s) to determine the suitability of consolidating existing facilities.	Strategic	Medium Term	Asset Management	Existing

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A9	Advocate for the provision of new, or the upgrading of existing, public toilets as part of future park masterplans, public realm improvements and/or other capital works projects.	Strategic	Ongoing	Open Space Planning	Existing
A10	Investigate opportunities to partner with Parks Victoria and other government agencies to improve the provision of public toilet facilities along the Main Yarra Trail and other Parks Victoria land.	Strategic	Short -Medium Term	All Council Departments	Existing
A11	Provide improved wayfinding signage to assist members of the community to locate public toilets. Include the directions to the nearest open toilet when the toilet is closed.	Operational	Ongoing	Operations and Open Space Planning	100,000
<b>USAGE</b>					
A12	Collect usage data for each public toilets for a better understanding and prioritisation of cleaning.	Operational	Ongoing	Asset Management	Existing
A13	Prioritise renewal and upgrade for high usage public toilets in the Capital Works Program.	Operational	Ongoing	Asset Management	In Capital Works Program
A14	Review opening hours of toilets based on the usage.	Operational	Ongoing	Building Maintenance	Existing
<b>HYGIENE &amp; MAINTENANCE ACTIONS</b>					
A15	Review management and contractual arrangements of all co- located facilities to standardise cleaning and maintenance responsibilities.	Operational	Short Term	Cleansing and Building Maintenance	Existing
A16	Review condition audit data every 4 years and STAR Rating assessment in line with the review of this plan.	Strategic	Every 3 and 5 years (ongoing)	Asset Management	Existing
A17	Prioritise cleaning scheduling in accordance with level of usage and community feedback.	Operational	Ongoing	Cleansing	Existing

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<b>ACCESSIBILITY ACTIONS</b>					
A18	Apply the principles of universal design to all toilet upgrades and new installations.	Capital Works	Ongoing	All Council Departments	In Capital Works Program
A19	Ensure accessible public toilets are included in pavilion and building upgrades.	Strategic	Ongoing	Sports, Recreation and Community Infrastructure	In Capital Works Program
A20	Prepare a Communications Strategy to promote the location of accessible public toilets throughout Banyule.	Strategic	Medium Term	Strategic Planning/ Communications	Existing
A21	Upgrade toilets in key locations to include family friendly facilities.	Strategic	Medium Term	Asset Management	In Capital Works Program
A22	Update information annually about Council owned and managed toilets on the National Public Toilet Map within Banyule.	Strategic	Ongoing	GIS	Existing
A23	Update list of public toilets on Council's web page to include information including opening hours and DDA compliance.	Operational	Ongoing	Communications	Existing
A24	Consider the provision of changing places facilities in capital projects in the Capital Works Program.	Strategic	Ongoing	Sports, Recreation and Community Infrastructure	In Capital Works Program
A25	Make the proposed changing facilities in Watermarc accessible to members of the community who require such facilities and register both the Watermarc and Ivanhoe Library and Cultural Hub facilities on the national list.	Strategic	Ongoing	Sports, Recreation and Community Infrastructure	Existing
A26	Explore the feasibility and need for a Changing Place facility in Heidelberg or surrounding areas.	Strategic	Medium Term	Sports, Recreation and Community Infrastructure	Existing
A27	Ensure the provision of all gender toilets when upgrading or building new facilities if the community supports in the proposed area.	Strategic	Ongoing	All Council Departments	In Capital Works Program

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<b>GENDER IMPACT ASSESSMENT</b>					
A28	Undertake consultation and engagement with the local community and conduct a Gender Impact Assessment prior to renewal of any toilets and installation of a new toilet.	Strategic	Ongoing	City Futures	Existing
A29	Standardise the provision of fixtures and fittings in accordance with the service provision to ensure consistency across the network and achieve a balance between inclusivity, practicality and value for money.	Operational	Ongoing	Asset Management and Capital Works	In Capital Works Program
A30	Investigate an alternative approach for the community to send a request to Council by using QR code for cleaning and maintenance of public toilets.	Operational	Mid Term	Asset Management and Building Maintenance	20,000
<b>DESIGN &amp; SUSTAINABILITY ACTIONS</b>					
A31	Consider upgrading existing toilets to 4 – STAR rating as identified by the community.	Operational	Ongoing	Asset Management	In Capital Works Program
A32	Incorporate features in site specific locations as appropriate to the site (examples include the provision of soap dispensers, hand dryers and baby change tables).	Operational	Ongoing	Asset Management and Capital Works	Existing
A33	Incorporate the principles of Sustainable Building Guidelines when upgrading existing or constructing new public toilets. This should include considerations of energy and water conservation opportunities, such as water tanks and waterless urinals.	Operational	Ongoing	Capital Works	Existing
A34	Utilise the Service Hierarchy framework to determine the typology and minimum level of service provision when planning new or upgrading existing public toilet facilities.	Operational	Ongoing	Asset Management	In Capital Works Program
A35	Consider altering existing co-located toilets in places such as pavilions, to allow for use outside of event hours. This should extend to upgrading existing pavilions and the provision of new pavilions.	Operational	Ongoing	Sports, Recreation and Community Infrastructure	Existing

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<b>LOCATION AND SITING ACTIONS</b>					
A36	Utilise the Design and Siting Principles (Appendix E) when installing new toilets or upgrading existing toilets.	Operational	Ongoing	Capital Works	Existing
A37	Incorporate CPTED principles into all decision and assessment processes.	Operational	Ongoing	Capital Works	Existing
A38	Record all reports and instances of anti-social behaviour and reactive maintenance and monitor over time to identify key hot spots.	Operational/ Strategic	Ongoing	All Council Departments	Existing
A39	Investigate safety concerns identified by the community at The Mall Shopping Centre public toilet, Heidelberg West and recommend actions to improve community safety.	Strategic	Medium Term	Community Wellbeing	Existing