

Proposed Public Toilet Strategy

ENGAGEMENT SNAPSHOT



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WHEN: Tuesday, March 7 to Monday, March 27



ENGAGEMENT METHODS: To encourage residents to get involved, we promoted the opportunity for people to have their say through our communication channels, including public notices, emails, social media and a have your say page on makewodongayours.com.au.



RESPONSES

7

submissions through
Make Wodonga Yours

42

survey
responses

2

relevant comments
on social media



COMMUNICATIONS



2175
emails



49.31%
average
open rate



34
click-
throughs



2
Facebook
posts



5926
reach



12
likes and
reactions



2
Instagram
posts



1116
reach



25
likes and
reactions



1
LinkedIn
post



315
impressions



4
likes and
reactions



248
website visits

178

unique pageviews



3
public notices



FEEDBACK

SUMMARY

Eight people asked for more public toilets that are open 24/7 and Acacia Carpark Public Toilet was noted as a common facility that people feel unsafe using (20 people).

13 people would like to see 'Changing Places' and more accessible facilities in Wodonga

31 people believe that signage is lacking and five people suggested inputting public toilets into Google Maps.

Suggestions were made for additional toilets in the following locations

- Junction Square (3 people)
- Parks and playgrounds (3 people)
- McLean Park in Whitebox Rise
- BMX/Pump track (2 people)
- Along creek area between Drage Road, Moorefield Park Drive
- Along cycle paths (2 people)
- The "picnic area" at the Kiewa River at Killara
- Play area next to Daintree Medical
- West Wodonga

Other suggestions included a dump point for tourists and QR codes at facilities to report issues.

SUBMISSIONS

- We need a #changingplacestoilet so kids & adults in wheelchairs can go to the toilet with dignity.
- Must have male and female toilets only
- I appreciate all the work Council is doing in try to establish a Public Toilet Strategy. I would like to strongly suggest that there be MORE public toilets open in Parks and Playgrounds.....which are open 24hrs. Whilst there are a few, so many parks & playgrounds DO NOT have 24hr public toilets, which is detrimental for young children, adults, seniors and people with disabilities.
Of note, now the BMX/Pump track area is well established, there really must be a public toilet with 24hr access in that immediate area. The ones at Gayview Park Cricket ground are locked unless games are being played.
Another area would be along creek area between Drage Road, Moorefield Park Drive area as a lot of school children use those paths for access to/from home and school.
Another area would be along cycle paths, a great link between Willow Park & Les Stone Park, current toilets near St Monicas School are closed unless games are being played on oval.
Some people & children cannot hold on to get to each end.
Please consider installing more 24hr access Public Toilets in various locations across Wodonga.



FEEDBACK

- I would like to comment on the public toilets in Wodonga, situated near Woolworths supermarket. I personally would not use the toilet. If I'm shopping and find the need to use a toilet, I would go home, rather than use these.
I don't feel safe going near them at all. There is usually a group of people sitting at the table or hanging around the doors, drinking alcohol.
Other members of my family make the same observation. They don't allow their children to anywhere near the toilets. They also make the trip home or go shopping at Wodonga plaza.

FORMAL SUBMISSIONS

- Kerry Romeike**
Desperately need more public toilets around Junction Square.
- Pauline Bluck**
Central Wodonga, in particular Junction Place, needs more public toilets to cater for all genders, ages and disabilities. As Wodonga is growing and we are showcasing our beautiful city with markets, nightlife, gatherings, the public toilets behind Woolworths let us down. Families with young children need a toilet they can get to quickly and easily accessible. Any type of toilets need to be maintained daily for hygiene purposes.
- Philip Watson**
Why in a city this size that relies on tourism, there is no public dump point for caravan owners traveling to the city.
- Sarah**
As a community member, I think we always need to be looking at ways to improve the communities inclusiveness!
Everyone should be entitled to access any facility within the community. However without full accessible bathrooms, this is not always possible for everyone.
We need bathrooms that are inclusive for all abilities with full hoists and changing facilities. We need to relook at how these are designed and get input from the people who will use them to ensure they actually are full accessible. We should always be looking to improve the quality of someone's life and if they can access the community and locations because there are bathrooms near by for them to use.
- Eliza Buckley**
When will our 'Changing Places' facility be built so people and their carers can access a clean toilet/hoist/shower.
No person should have to be either changed on the floor or go home because of a lack of suitable toilets.
This is not an inclusive community if you can't provide access to a toilet for people in wheelchairs.
The one at The Cube is useless after hours and not near the shops.
We need this so people like my brother & Sister in law don't have to change their son on the toilet floor, side of road or back of their car ramp.
Smaller communities have a facility for example, Holbrook NSW & Yackandandah are putting one in. Come on Wodonga Council!



FEEDBACK

SURVEY RESPONSES

42 people completed the survey

1. Does Wodonga have adequate public toilet facilities?

Yes - 3 people

No - 33 people

Expressed a need for accessible facilities or “Changing Places” - 5 people

We have virtually no gender free toilets

2. Are any existing facilities underutilised or in wrong locations?

Yes, wrong locations - 11 people

It's hard to find public toilets in some areas of Wodonga.

The lighting is very dark in the Baranduda toilets.

Signage is lacking at times.

The disabled facility at The Cube is not readily accessible (2 people)

Review Junction Square (3 people)

Toilets near Cafe Grove (2 people)

More signage and parking near toilets

Growth areas are in desperate need of Toilets and with the consideration of where the growth areas are.

Decommission existing facilities and replace with purpose built facilities.

Birallee Park Emerald Ave has a world class facility that is only available to sporting teams when using the adjacent fields. There used to be a public toilet just metres away, which was demolished after the new facilities were completed, despite not being available to the public.

3. Are there enough toilets available in high pedestrian locations?

Yes - 4 people

No - 30 people

Toilet facilities required at Junction Square (8 people)

There definitely needs to be more in the public space arena. Not all centres are open 7 days a week.

We also need facilities to be accessible 24/7

4. Are there any existing facilities that are difficult to access? If so, why?

No changing places (4 people)

Cannot access The Cube out of business hours (3 people)

Acacia Carpark toilets due to safety and privacy concerns (10 people)

Distance from roads and parking (4 people)

Birallee Park Emerald Ave has 5 public toilets, always closed (2 people)

Hovell St near old Cafe Grove (1 people)

Toilets on platform near Bean Station are hard to access with a wheelchair (1 person)

Toilets not open all hours (2 people)



FEEDBACK

5. Are there any existing facilities that don't cater to all users? If so, why?

There is one changing place at The Cube which is not readily accessible, there should be more facilities with a hoist and other equipment (11 people). Suggesting for changing place facilities at Wdooogna Sports and Leisure Centre and Sumsion Gardens

Not all facilities have toilets suites and sinks at appropriate heights for disabled people and rails to assist.

Toilets on platform near Bean Station, need wider lobby/Hallway area for wheelchairs.

Most facilities do not cater to the trans and non-binary community

All of the public toilets are not very private (1 person) and aren't in accessible places (3 people).

There isn't enough of them.(2 people)

Existing toilets are closed at night

Are the toilets at Emerald Oval or Raiders grounds open to the public?

Any toilet without bicycle parking nearby does not properly cater to those riding bicycles.

6. Is there adequate wayfinding to direct you to existing facilities? (including people with vision impairments and communication barriers)

No - 28 people

There needs to be apps where people can plug in a town and look up where the public accessible toilets are.

A search of Google Maps for Public Toilets and Public Bathrooms indicates that very few public toilets exist in Wodonga. I am sure this is not the case and that better council management of public toilet locations on public mapping platforms would be a wise investment.

More picture based signage which is clearly visible and a stand with push button information at entrances to shopping centres which tell people where the facilities are

7. Is there adequate information signage at existing facilities? E.g. including gender or disability availability, contact details, opening hours, and location of alternative facilities.

Yes - 10 people

No - 18 people

Opening hours? This is ridiculous.

They need to be accessible 24/7 at all locations (2 people)

There is no signage that i have seen that offers alternative next closest facilities (2 people)

8. Are there any public toilet facilities that you will avoid because you feel unsafe using them?

No (8 people)

Acacia Car Park toilet (18 people)

Internal & external lighting is an issue at ALL facilities.

It is uncomfortable at any facility when you have to stand outside to wash your hands.

Any toilets that are in areas where alcohol and drug users tend to congregate(2 people)

Toilets at Birallee shopping centre (2 people)

Always hesitant at Willow Park

9. Do existing facilities have adequate hygiene consumables available? (soap, toilet paper and hand towels/hand dryers)

Yes - 13 people

No - 19 people

Womens disposable hygiene bins needed in all toilets

It is disgraceful there is no soap available to sanitise hands at ANY toilets.



FEEDBACK

10. Do you feel that the existing public toilet facilities are clean and well maintained? Is there anything you would change?

Yes - 17 people

No - 12 people

More regular cleaning (5 people). 7 days a week, multiple times a day.

I would look at the self cleaning model for inner city precinct and everywhere else cleaners to maintain the cleanliness.

Lighting at night if open needs to be maintained

a QR code to report things would be good

Better locks.

11. Are the existing public toilet facilities well designed? Do they meet the needs of the community?

Yes - 12 people

No - 15 people

More disability access is required. Why can't every toilet block have disability access?

- Changing places are required (4 people)

- Unless automatic doors are installed in disabled toilets they are very hard to get into and out

- Some of the toilets at Sumsion Gardens are on a ramp incline that is not wheel chair appropriate.

- There needs to be bit more concrete around toilet block for those with mobility scooters etc (2 people)

- Not all facilities have toilets suites and sinks at appropriate heights for disabled people and rails to assist.

More baby change facilities

Large blank outside walls could have a close screen trellis with climbing plants to deter graffiti and soften the stark utilitarian style of the facility

Lighting needs to be better

12. Are there any existing facilities that you feel need to be refurbished?

No - 15 people

Hovell St toilets, behind post office - 7 people

Other facilities - Acacia Car Park toilets, Junction Square, Birralee Shopping Centre, Baranduda Community Centre, Sumsion Gardens, Martin Park near the playground, Wodonga Sports and Leisure Centre

All disabled toilets with manual doors

Non touch taps doors etc

Better ventilation and hand sanitiser and toilet seat wipes

If a toilet is clean and functional, I'd rather see the money spent elsewhere. Such as building new ones.

Make existing toilets available to the public

13. What would you like to see occur that would support environmentally sustainable toilet facilities and operations?

Recycled toilet paper (2 people)

Water tanks and use of Rain Water for Toilets and Cleaning (3 people)

Solar Power (8 people)

Waterless composting toilets (3 people)

Environmental liquid bulk soap