

Draft Public Toilet Framework

Community engagement summary report
November 2025

1 Contents

Draft Public Toilet Framework	0
2 Background	1
2.1 Key findings	2
2.2 Next steps	3
3 Consultation overview	3
3.1 Consultation purpose	3
3.2 Consultation process during public exhibition of draft document	4
4 Who we heard from	5
5 Consultation findings	7
5.1 Support for actions	7
Council's commitment to making public spaces easy to use, conveniently located, and welcoming for all is strongly supported by the community. Feedback highlights the need for more toilets in the right places, particularly parks, playgrounds, sports fields, and shopping strips, with attention to gaps in high-growth areas. Residents value transparency and want clear information on locations, timelines, and decision-making processes.	7
Maintenance and safety are top priorities, including frequent cleaning, visible records, lighting, and security measures. Design and accessibility should cater to families, people with disabilities, and ostomate users, while ensuring well-lit, inclusive environments.	7
The community supports removing "Basic" standards, making "Standard" the minimum, and incorporating features like nappy change tables in all-gender and accessible toilets. Overall, the Framework is seen as comprehensive and community-focused, with strong endorsement for actions that reflect these priorities.	7
Item-specific feedback	7
5.1.1	7
Written submission feedback	8
5.1.2 Written submissions received via Email	8
6 Consultation evaluation	9
6.1 Casey Conversations project page	9
6.2 Satisfaction with engagement process	10
6.3 About you	11
6.4 Your comments on the draft Public Toilet Framework	13

2 Background

This document provides a summary of community feedback received during the public exhibition of the draft Public Toilet Framework.

Council is committed to making sure our public spaces are:

- Easy to use
- Conveniently located
- Welcome for all

The draft Public Toilet Framework was developed after receiving feedback during public consultation in August/September 2025. Key themes included poor maintenance, limited availability, and lack of supplies such as soap and paper towel at public restrooms.

The draft Public Toilet Framework went out on public exhibition for further comment from 6 – 30 November 2025.

2.1 Key findings

More Toilets in the Right Places

- Strong support for increasing the number of public toilets across Casey.
 - Priority locations include:
 - Parks and playgrounds (e.g., Kowan Recreation Reserve Evesham Street Reserve, Wood Road Reserve, Berwick Springs, Calrossie Close Reserve)
 - Sports fields and shopping strips.
- Integrate the Open Space Strategy (2023) by prioritising toilets in regional and district parks, trailheads, and activity hubs.
- Embed toilet delivery triggers within structure plans and developer contribution schedules to ensure provision in growth areas.
- Adopt distribution distance targets as public service standards for new facility placement.
- Develop a transparent prioritisation matrix based on usage data, equity, population growth, and accessibility gaps.
- Concern about gaps in coverage, especially in high-growth areas.

Clear Information and Transparency

- Community wants clarity on:
 - Where new toilets will be built.
 - How locations are chosen.
 - Construction timelines.
- Publish an Annual Public Amenities Report and online dashboard that includes cleaning performance, accessibility audits, community satisfaction, measurable benchmarks for maintenance and accessibility and a Consultation Response Table mapping community feedback to Framework actions.

Maintenance and Safety

- Strong emphasis on:
 - Frequent and thorough cleaning.
 - Displaying cleaners' records.

- Safety measures such as lighting and video surveillance.
- Suggestions for:
 - Toilet seat sanitiser dispensers.
 - Tamper-proof supplies.
 - Daily checks for cleanliness and safety.
 - Implement a proactive maintenance and renewal program using monitoring to optimise cleaning.

Design and Accessibility

- Requests for:
 - Separate male/female toilets and family-friendly options.
 - Baby changing facilities and parent rooms.
 - Accessible toilets with features for ostomate (people that have had stoma surgery) users (e.g., height-adjustable sinks, hoses).
- Desire for well-lit, safe environments.

Inclusivity and Standards

- Positive feedback on inclusiveness and diversity.
- Suggestions to:
 - Remove “Basic” option and make “Standard” the minimum.
 - Ensure reasonable number of cubicles.
 - Include nappy change tables in all-gender and accessible toilets.

Community Support

- Overall sentiment:
 - Framework is comprehensive and well thought out.
 - Appreciated focus on community needs and consultation.
- Some feedback about submission issues (e.g., residents unable to submit comments).

2.2 Next steps

Council officers will consider community feedback and consider amendments to the framework.

Council is expected to consider the proposed Public Toilet Framework for adoption at a Council Meeting in early 2026.

3 Consultation overview

3.1 Consultation purpose

The community engagement aims to meaningfully involve residents in creating a Public Toilet Framework that reflects their needs and preferences, drives inclusive

and accessible design, prioritises upgrades and new builds, and supports Council's decision-making process through clear consultation and feedback.

3.2 Consultation process during public exhibition of draft document

The tools and techniques selected for this project were informed by the project content and type of feedback sought.

Key tools for communicating the project

- Emails to key stakeholders
- Posters with QR codes to Casey Conversations at key public toilet locations
- Social media

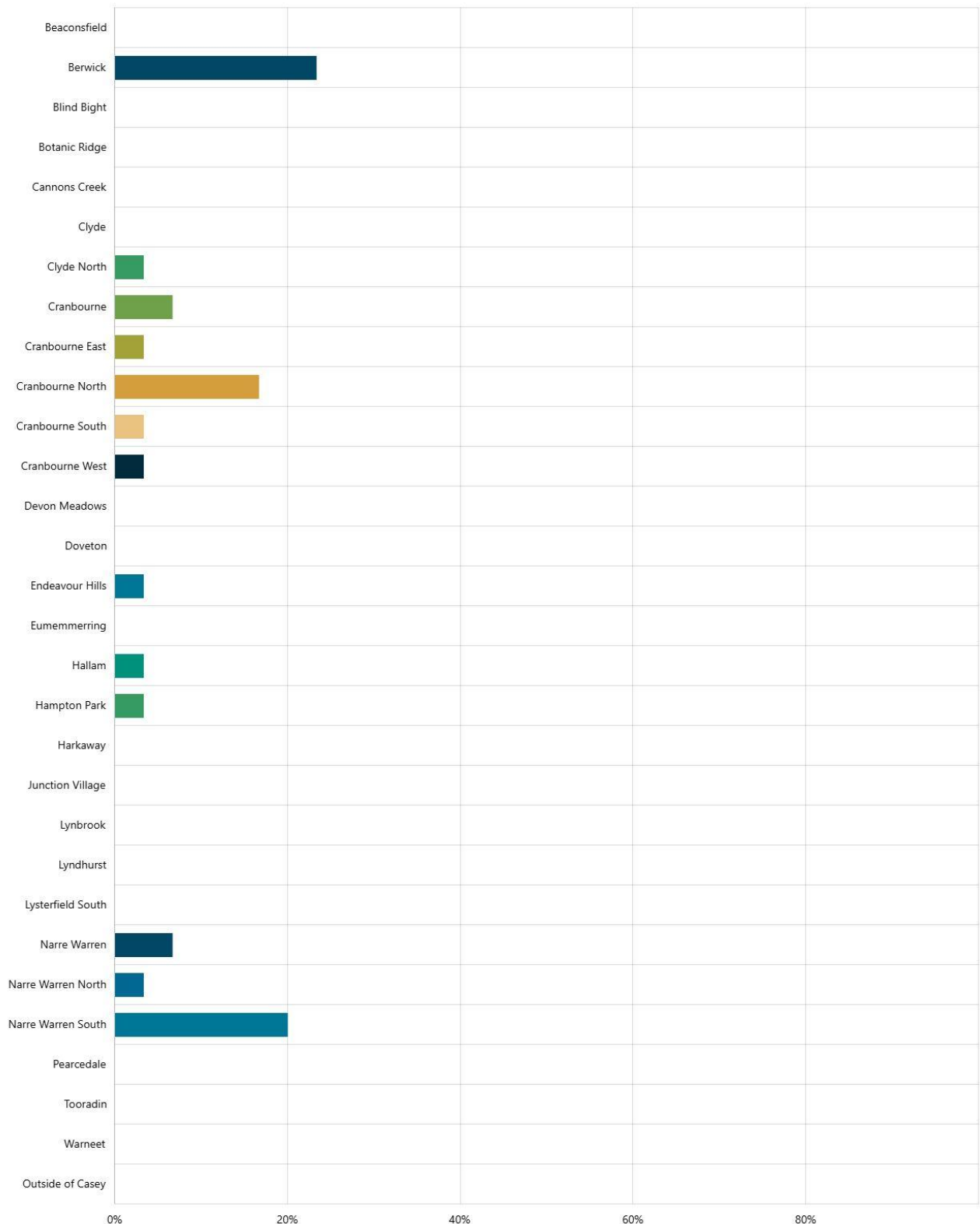
Key methods for gathering feedback

- Online engagement through Casey Conversations, including opportunity to provide feedback via survey or email a written statement
- Contact email address and phone number of Council Officer provided for interested community members to ask for further information or provide feedback
- Printed information available, as required.

Details	Activity
6 – 30 November 2025 241 visitors 29 contributions	Casey Conversations Website Project information, online survey and written submission hosted on the engagement platform Casey Conversations. Online survey: 28 responses (30 online submitters were Written submission: 1 responses

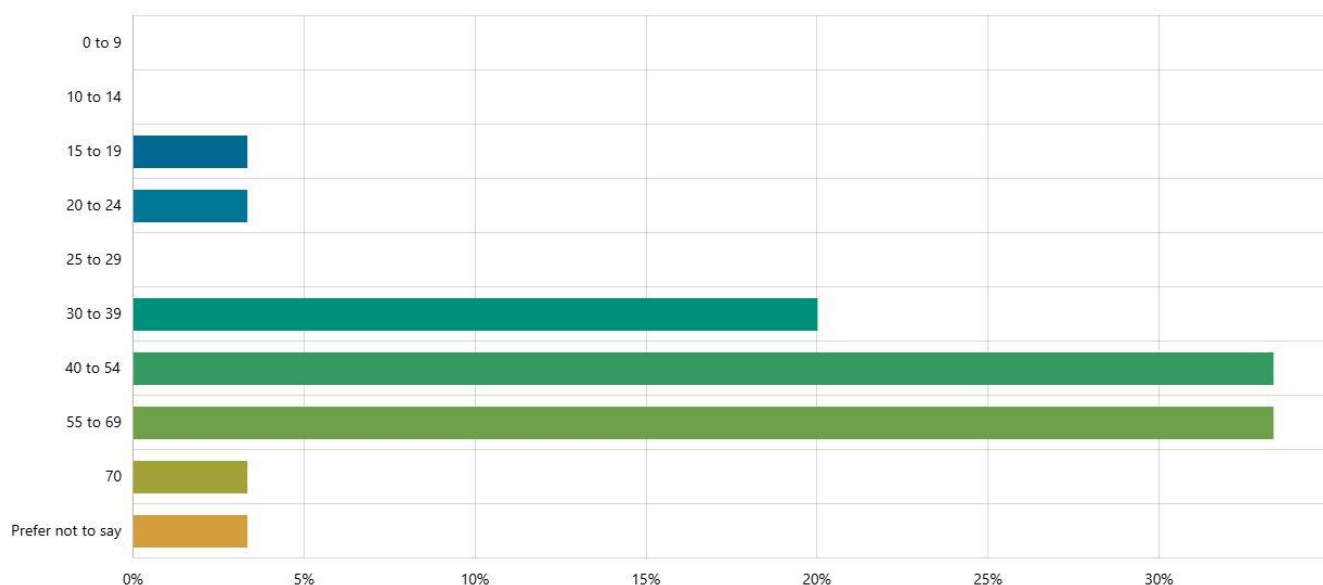
4 Who we heard from

We asked a question to understand where participants lived, age, gender and a range of questions. From the 28 survey contributors the respondents were mostly from Berwick (7) and Narre Warren South (6).

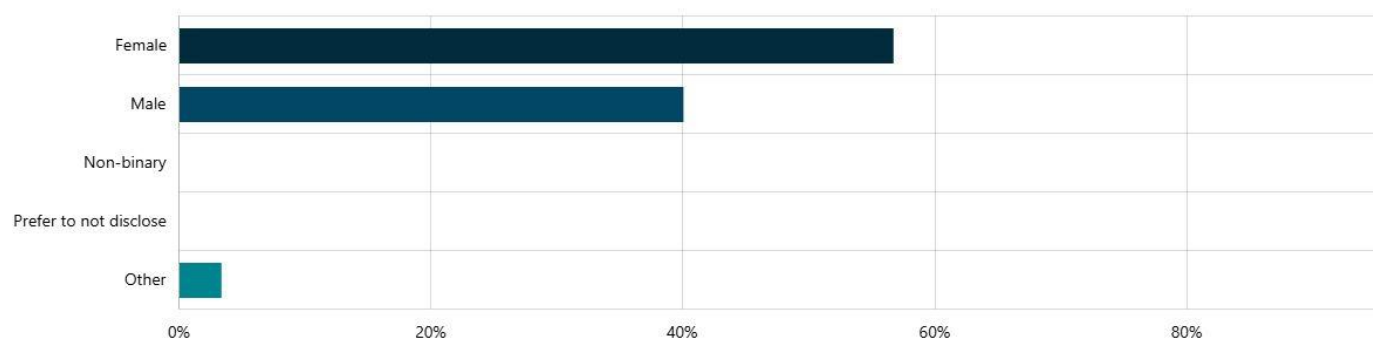


PUBLIC

We heard from people mostly in the 30 – 69 age groups (26) and those 15-24 (2), and 70 (1) and prefer not to say (1).



The online responses were predominantly from females (17) and males (12) and one (1) preferred not to say.



Of the 28 respondents we did not receive any responses from people that identified as Aboriginal and/or Torres Strait Islander, but six (6) spoke another language other than English at home, one (1) person is a person with a disability, two (2) identified as LGBTIQ and one (1) preferred not to say. Of the respondents, 22 answered that none of the list applied to them.

I am from an Aboriginal and/or Torres Strait Islander background	0	0
I speak a language other than English at home	6	20.00
I am a person with a disability	1	3.33
I identify as LGBTIQ	2	6.67
I'd prefer to not say	1	3.33
None of these apply to me	22	73.33

5 Consultation findings

The following section summarises the key themes which arose in community feedback on the draft Public Toilet Framework. In the interest of stakeholder and community privacy, individual quotes have not been included within this public document. Where there was more than one mention of a topic or item, the number of mentions has been specified in brackets and italics.

Of the 28 online responses, 19 respondents said the draft Public Toilet Framework met their expectations and 11 respondents said it did not meet their expectations.



5.1 Support for actions

Council's commitment to making public spaces easy to use, conveniently located, and welcoming for all is strongly supported by the community. Feedback highlights the need for more toilets in the right places, particularly parks, playgrounds, sports fields, and shopping strips, with attention to gaps in high-growth areas. Residents value transparency and want clear information on locations, timelines, and decision-making processes.

Maintenance and safety are top priorities, including frequent cleaning, visible records, lighting, and security measures. Design and accessibility should cater to families, people with disabilities, and ostomate users, while ensuring well-lit, inclusive environments.

The community supports removing "Basic" standards, making "Standard" the minimum, and incorporating features like nappy change tables in all-gender and accessible toilets. Overall, the Framework is seen as comprehensive and community-focused, with strong endorsement for actions that reflect these priorities.

Item-specific feedback

5.1.1

A range of specific concerns were raised during the consultation regarding this item:

Topic	Community feedback
Support for the draft Framework	Community sentiment is overwhelmingly positive, describing the framework as thorough, transparent, and inclusive. People feel it addresses practical needs, provides clear timelines, and reflects strong consultation. Feedback suggests minor improvements, such as removing the "Basic" option and adding more toilets in parks, but overall, the approach is seen as comprehensive and well thought out. (11 mentions)
New toilets, cleaning and separate toilets (male/female)	Community members want clearer information on where new toilets will be built, how frequently they will

	be checked and cleaned, and whether facilities will include separate male and female toilets. (3 mentions)
Support for more public toilets	Support for public toilets in parks and playgrounds. (8 mentions)
Cleaning – timetables and cleaning register.	Community would like to understand when cleaning will be undertaken, and a register of times cleaning has been completed in public toilets. (3 mentions)
Support for baby change tables and parents rooms	Suggestion received to install baby change tables in all-gender toilets and more parent rooms. (3 mentions)
Support for osomate toilets with lower sink and bench)	(1 mention)

Written submission feedback

One (1) written submission was received regarding the draft Public Toilet Framework consultation.

5.1.2 Written submissions received via Email

One (1) written submission was submitted using Casey Conversations and is included below.

Submission 1:

Recommendations

1. Embed lifecycle costing, renewal planning, and measurable KPIs consistent with the Asset Plan (2025–2035).
2. Establish co-design partnerships with the Disability Access and Inclusion Advisory Group for all major upgrades and new builds.
3. Integrate the Open Space Strategy (2023) by prioritising toilets in regional and district parks, trailheads, and activity hubs. Council should embed toilet delivery triggers within structure plans and developer contribution schedules to ensure growth-area provision
4. Develop a maintenance and renewal program aligned with Council's asset hierarchy, supported by IoT monitoring data.
5. Publish annual reporting on cleaning performance, accessibility audits, and community satisfaction to enhance transparency. This can be as an Annual Public Amenities Report with a public-facing online dashboard.
6. Apply universal design and CPTED principles consistently, with clear technical references to Australian Standards.
7. Introduce a Public Amenity Service Charter setting out cleaning frequency, response times, and accessibility commitments.
8. Align funding and governance arrangements with the Community Facilities Planning Framework (2019) for integrated delivery.

Additional Considerations and Observations

☐ **Clear Service Standards**

Introduce measurable benchmarks for cleaning, maintenance, accessibility, and user experience to ensure consistent service quality and accountability.

☐ **Transparent Prioritisation**

Develop clear criteria for how new facilities and upgrades will be prioritised, informed by data on usage, equity, growth, and accessibility gaps.

☐ **Community Feedback Integration**

Strengthen the link between engagement findings and policy actions by mapping key feedback themes to specific Framework responses.

☐ **Implementation and Resourcing**

Include a practical plan outlining funding, renewal cycles, and indicative costs to guide short-, medium-, and long-term delivery.

☐ **Ongoing Reporting and Evaluation**

Commit to regular public reporting on performance, satisfaction, and asset condition to maintain transparency and drive continuous improvement.

☐ **Smart Technology Integration**

Leverage real-time monitoring to improve cleaning schedules, maintenance efficiency, and proactive asset management.

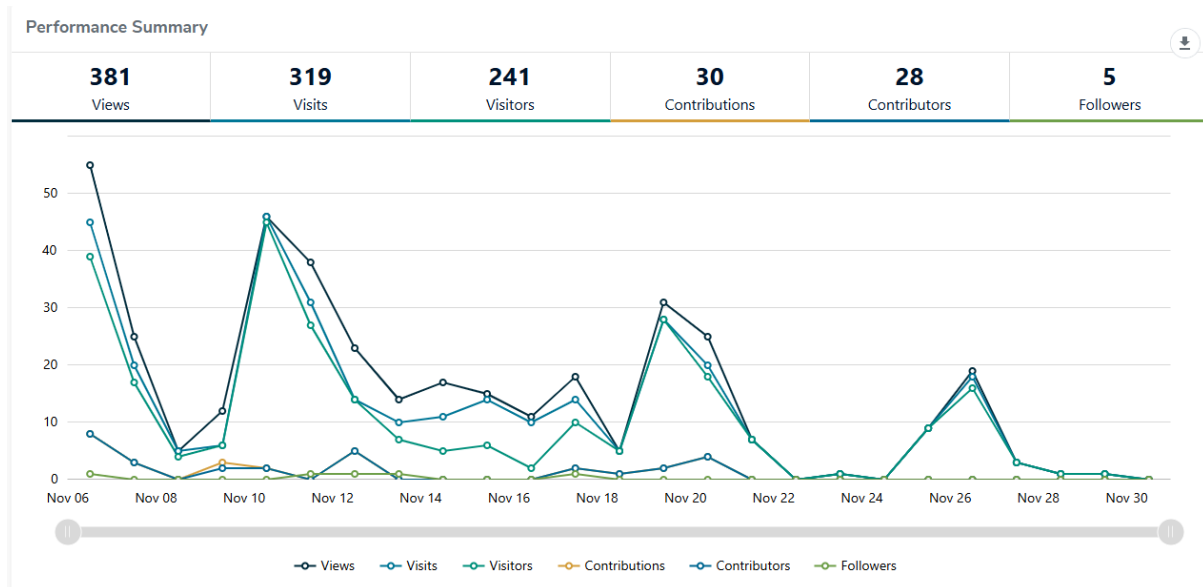
6 Consultation evaluation

This report presents the findings from the analysis of the community feedback gathered during public exhibition of the draft Public Toilet Framework engagement from 6 – 30 November 2025.

The consultation was promoted to key stakeholders including previous Casey Conversations project subscribers and at key public toilets in Casey.

The Casey Catch-Up e-newsletter and social posts also ensured the wider Casey community was given the opportunity to provide feedback. The length of consultation was three weeks, with most responses received in the first two weeks. The engagement program received a total of 31 contributions, including 28 online surveys completed via Casey Conversations and one (1) emailed submission.

6.1 Casey Conversations project page



Engagement targets for the Casey Conversations webpages were that:

- 20% of visits would last at least one active minute (met or exceeded, 32.6%)
- 10% of visits would have at least two actions performed, such as moving around the project page or clicking on links (met or exceeded, 27.27%)
- 5% of visits had at least one contribution made (met or exceeded, 8.46%)

6.2 Satisfaction with engagement process

Survey participants were generally satisfied with the consultation process and materials, with a majority of participants selecting they had the required information to participate, and it was very (13%) or mostly (40%) easy to find/understand. It is noted that no participants found the information mostly or very hard to find/understand or were not sure (13%)

Engagement plan

The engagement plan for this project was published and is available to view at:

<https://conversations.casey.vic.gov.au/public-toilet-framework/engagement-plan-public-toilet-framework>

Attachments

Consultation questions

6.3 About you

Before we start, please tell us a little bit about yourself so that we can understand who we're hearing from. [Click here for Council's Privacy Policy](#) to understand how your information is used.

01. I have the read the Privacy Statement above **Required**

Privacy Statement

I have read and agree to City of Casey's Privacy Policy accessible at <https://www.casey.vic.gov.au/privacy>. We will only use the personal information provided by you for the purposes for which it was collected and any other authorised use. The information we collect may also be used for our planning and research purposes to improve the services to the community. We will never reveal personal information we collect to third parties unless disclosure is required or authorised by law. If you have any queries or need further information on privacy-related matters, please contact Council's Privacy Officer.

☐ Yes

02. Your suburb **Required**

Select one answer only
☐ Beaconsfield
☐ Berwick
☐ Blind Bight
☐ Botanic Ridge
☐ Cannons Creek
☐ Clyde
☐ Clyde North
☐ Cranbourne
☐ Cranbourne East
☐ Cranbourne North

☐ Cranbourne South
☐ Cranbourne West
☐ Devon Meadows
☐ Doveton
☐ Endeavour Hills
☐ Eumemmerring
☐ Hallam
☐ Hampton Park
☐ Harkaway
☐ Junction Village
☐ Lynbrook
☐ Lyndhurst
☐ Lysterfield South
☐ Narre Warren
☐ Narre Warren North
☐ Narre Warren South
☐ Pearcedale
☐ Tooradin
☐ Warneet
☐ Outside of Casey

03. Your age group **Required**

Select one answer only
☐ 0 to 9
☐ 10 to 14
☐ 15 to 19
☐ 20 to 24
☐ 25 to 29
☐ 30 to 39
☐ 40 to 54
☐ 55 to 69
☐ 70+

☐ Prefer not to say

04. Your gender **Required**

Select one answer only

☐ Female

☐ Male

☐ Non-binary

☐ Prefer to not disclose

☐ Self describe

05. Please tick any of the statement that apply to you. **Required**

Select as many as apply

Select all that apply

☐ I am from an Aboriginal and/or Torres Strait Islander background

☐ I speak a language other than English at home

☐ I am a person with a disability

☐ I identify as LGBTIQ+

☐ I'd prefer to not say

☐ None of these apply to me

6.4 Your comments on the draft Public Toilet Framework

06. Does the draft Public Toilet Framework meet your expectations?

Select one answer only

☐ Yes

☐ No

07. Help us understand why you feel this way.

--

08. Is there anything we have missed?

--

09. If you prefer to upload a file submission, please do so here.

Attach and submit documents with this form - You can provide a maximum of 10 documents

--

10. How easy or difficult was it to find the information you needed? **Required**

Select one answer only

☐ Very easy

☐ Easy

☐ Neutral

☐ Difficult

☐ Very difficult

11. How did you hear about the consultation on this project?

Select all that apply

☐ Council e-news (Casey Catch UP)

☐ Council staff member

☐ Council website

☐ Direct email

☐ Letter

☐ Signage

☐ Social media
☐ Word of mouth
☐ Other (please specify)

12. What was missing?