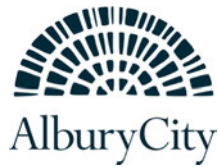


## **INQUIRY INTO PUBLIC TOILETS**

**Organisation:** Albury City Council

**Date Received:** 25 October 2024

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**Contact:** Bridgett Leopold  
**Reference:** DOC24/252895

**Dr Amanda Cohn MLC**  
**Inquiry Chair – Inquiry into Public Toilets**  
**Parliament House**  
**6 Macquarie Street**  
**SYDNEY NSW 2000**

24 October 2024

Dear Dr Cohn,

**NSW Parliament Legislative Council Inquiry into Public Toilets**

I write in response to the recent call for submissions to the current inquiry on public toilets.

AlburyCity adopted our *Public Toilet Strategy 2020-2030* in August 2020 to enhance the management and accessibility of our existing and future public toilet network by focusing on sustainability and operational efficiencies. The strategy aims to meet community needs and maintain high service standards through five strategic objectives:

1. **Public Toilet Distribution**

Ensure convenient and well-maintained toilet locations across the city by enhancing public amenities to meet the current and future needs of our growing community. A focus has been to ensure that public toilets are either part of new construction projects or that nearby facilities are upgraded where there is likely to be an increased need by the community and visitors to our region.

2. **Crime Prevention and Ecological Design**

To integrate aesthetic, safety, and sustainability features into toilet design. This includes Crime Prevention Through Environmental Design (CPTED) for safety and Ecologically Sustainable Design (ESD) principles to minimise environmental impacts. Construction materials are selected to be vandal and graffiti resistant, and external lighting from these buildings helps provide visibility to nearby public spaces.

### **3. Inclusive Access**

We design toilets to accommodate all users, including gender-neutral options, accessible facilities for those with disabilities, and cultural considerations to create a welcoming environment. Community members with high support needs are now able to participate in all elements of community life with the inclusion of Adult Change Facilities (<https://changingplaces.org.au/>) to our portfolio.

### **4. Cleaning and Maintenance**

Establishing clear service levels and maintenance schedules helps ensure cleanliness and functionality with regular performance inspections. Cleaning times are reduced by the use of non-porous construction materials, and low-cost battery solar lighting supports out of hours cleaning. Prompt response to all community feedback via use of interactive QR codes and signage to help improve public perception of quality service provision.

### **5. Ancillary Infrastructure**

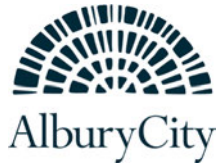
Our projects scoping identifies the need for supportive infrastructure such as signage, seating, lighting, drinking water and handwashing stations all aimed at enhancing the user's overall experience.

## **Project Actions and Opportunities**

A prioritised action plan was included within the strategy which identified 32 specific actions including the upgrading of existing facilities and establishing new ones in response to community demand. Our plan recommends the construction of at least one new public toilet every year and the upgrading of others to raise the overall standard of these facilities at the end of the program. By having an adopted strategy for improving public toilets we have been well placed to successfully apply for Federal Grant Funding under the Local Roads Community Infrastructure Program. We are now 5 years into a 10-year program, and AlburyCity has fulfilled 16 of the original 32 actions identified in the strategy.

## **Considerations and Challenges**

Like many Local Government entities, balancing the provision, maintenance and depreciation of infrastructure with financial sustainability remains a challenge. An increase in the number of facilities has resulted in a cost impact to annual operations of an additional \$50,000 - \$100,000 for upkeep and maintenance requirements. These service levels continue to be prioritised for the reasons outlined in the Terms of Reference for this inquiry.



Sustainable service provision and the financial impact remains a challenge across many NSW Councils. The Local Roads and Community Infrastructure (LRCI) Program has been invaluable for Local Councils, including AlburyCity, to fund the provision of quality community infrastructure. With the completion of the LRCI Program in June 2025 it is essential that new funding streams are made available for Local Government to ensure it is possible to deliver quality community infrastructure in the regions, create jobs and deliver long-lasting benefits for our communities.

### **Conclusion**

Our Public Toilet Strategy has provided this Council with a comprehensive framework to ensure accessible, clean, and safe public amenities, addressing community needs while promoting a sustainable urban environment. Our adopted strategy can be found at <https://www.alburycity.nsw.gov.au/strategies-and-plans>, and if you require any further information, please do not hesitate to contact me. We look forward to the announcement of further funding opportunities to ensure we can deliver on our objectives outlined in this strategy.

AlburyCity acknowledges the established terms of reference for this public toilet inquiry and hopes that the information provided contributes meaningfully to the overall success of the inquiry.

Yours faithfully,

Kevin Mack  
**Mayor**

Frank Zaknich  
**CEO**