

# BLACK ROCK FORESHORE MASTERPLAN – PUBLIC TOILET Community Engagement Summary

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## 1 Background

The Black Rock Public Toilet is a part of the endorsed Black Rock Foreshore Masterplan. The approved and budgeted project is to rationalize and construct one accessible unisex public toilet (two cubicles) that meets Disability Discrimination Act (DDA) standards and to demolish the two existing toilets.

This document provides a summary of stakeholder and community feedback on the Black Rock Gardens New Public Toilet Facility Landscape Impact Assessment.

The Black Rock Foreshore Masterplan (May 2016) identified a requirement to upgrade the two existing public toilets (male and female) with one new unisex DDA accessible toilet that would also achieve good levels of Crime Prevention Through Environmental Design (CPTED). A suitable site was proposed within the Masterplan (location C) following community consultation. The Masterplan was then endorsed by Council for implementation.

The specific site was confirmed, and further information provided to the community during the Black Rock Streetscape consultation in October 2019, including location drawings, toilet design drawings, on-site signage and an on-site drop-in.

With the installation of construction fencing in mid-2020, considerable negative community regarding the location was received. The project was placed on hold to prepare an independent report that considered all feasible locations and further community consultation could be undertaken.

Thompson Berrill Landscape Design (TBLD) was appointed to complete the review and report. The report provided clear reasoning and applicable criteria for site selection including CPTED, proximity to other facilities, visual impact as well as relevant authority requirements and approvals. The report provided some location options with a recommendation for a new location (location B) 25 meters North of the original site that would reduce the visual impact whilst still retaining good CPTED.

On-site signage was installed, and stakeholder groups advised via letter and email that interested parties were able to provide feedback via Council's 'Have Your Say' page. The page included some frequently asked questions and a link to the Black Rock Foreshore Masterplan and TBLD report. One hundred and nineteen people submitted feedback detailed in this report.

## 2 Consultation process

### 2.1 Consultation purpose

The consultation was designed to allow stakeholders and the broader community to provide feedback on the TBLD report and proposed toilet site options. The process was structured to understand the reasons behind community preferences to assist in making the final site selection.

### 2.2 Consultation methodology

Details	Activity
<b>On-site signage</b>	<ul style="list-style-type: none"><li>• Notification of a proposed new public toilet and further community consultation</li><li>• Directed interested parties to Council's 'Have Your Say' page</li></ul>
<b>Stakeholder notifications</b>	<ul style="list-style-type: none"><li>• Emails to those who had registered interest, including subscribers to the Black Rock Streetscape Have Your Say Page</li></ul>

#### Council website news item

#### Council 'Have Your Say' page

- Notification of a proposed new public toilet and further community consultation
- Directed interested parties to Council's 'Have Your Say' page
- Information visible on Council website
- Inclusion in weekly eNews 'This Week in Bayside'
- Notification of a proposed new public toilet and further community consultation
- Directed interested parties to Council's 'Have Your Say' page
- Provided frequently asked questions and answers
- Provided a link to the Black Rock Foreshore Masterplan
- Provided a link to the TBLD "Black Rock Gardens New Public Toilet Facility Landscape Impact Assessment" report
- Provided opportunity for interested parties to comment on the proposed options (and other options)

## 2.3 Participant profile

Just over 1000 people visited the Have Your Say project page for the Black Rock Foreshore Public toilet, with 119 people providing feedback on the location options.

Participants were asked about their connection to Black Rock, their responses are shown below, noting participants can select more than one response. Other basic demographic data such as gender, age, suburb etc was not collected for this survey.

Answer choices	Percent	Count
I live in Black Rock	72.27%	86
I own a business/work in Black Rock Village	8.40%	10
I visit the area (playground, foreshore, beach)	84.03%	100
I use the Bay trail and/or bike path	82.35%	98
I shop at Black Rock Village	78.99%	94
I am a member of Black Rock Life Saving Club	4.20%	5
I am a member of a local environment group	10.08%	12
Other	10.08%	12
Total	100.00%	119

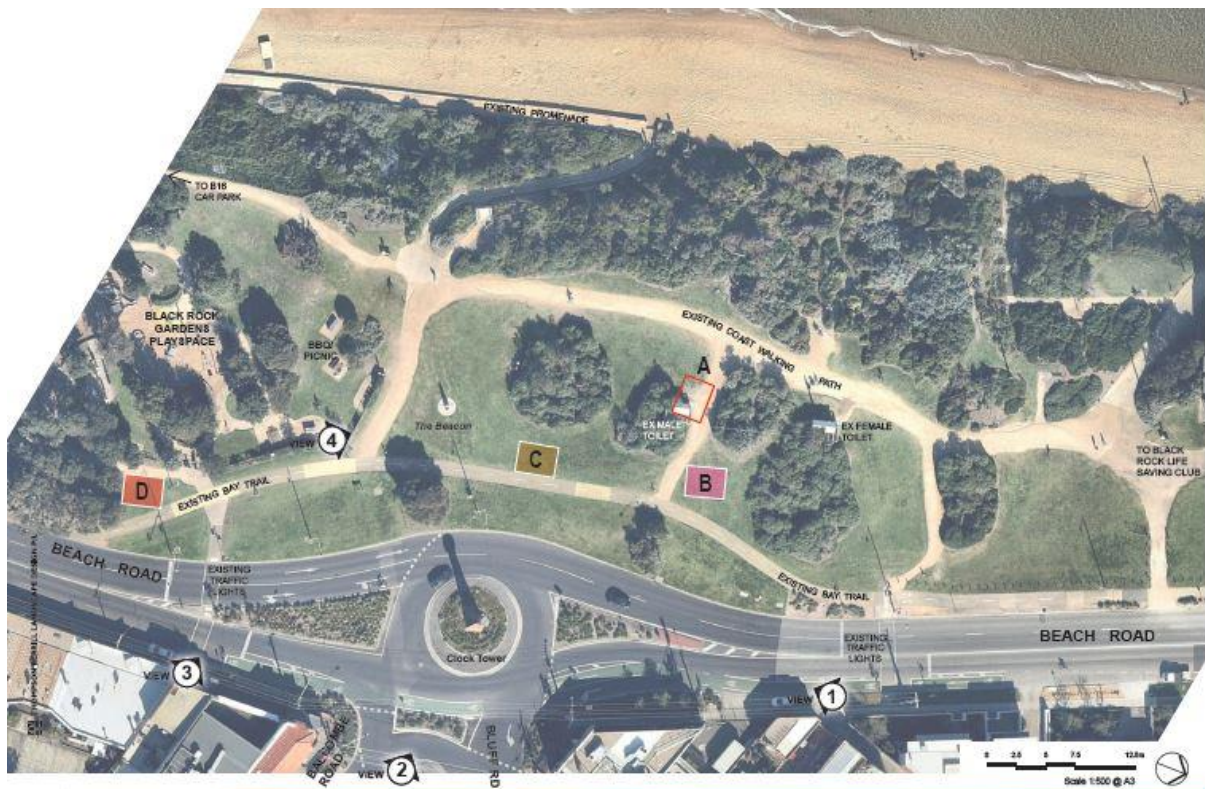
## 3 Consultation findings

The following section summarises the key themes which arose in community feedback on the Black Rock Foreshore Masterplan Public Toilet. We have provided further information on the implications of some community suggestions.

### 3.1 Location feedback

The TBLD report provided four recommended locations which we sought feedback from the community on, illustrated in the provided image. There were 119 respondents, with some

individuals supporting multiple sites/toilets, which has resulted in a total of 143 responses listed.



## Option A

Location:

Location of the existing male toilet between the Bay Trail and Coastal Path, approximately 40 metres north of the Beacon.

Feedback:

Based on the analysis of the 'Have Your Say' feedback, Option A is the option preferred by the community with 53 respondents expressing support for the minimal visual impact, potential cost savings from refurbishing the existing building, utilizing existing services (sewer and water) and the look and feel of the existing building.

Support for this option included (number of supporting comments):

- Low visual impact – 26
- Cost – 13
- Replacement of the existing toilet – 12
- Upgrade of the existing toilet – 11

Several respondents supporting Option A suggested trimming/removing some vegetation to improve Crime Prevention Through Environmental Design (CPTED) and sight lines from the playground. To achieve an acceptable level of visual sightlines from the playground and improved CPTED around the building, removal of further protected native vegetation (approx. 130m<sup>2</sup>) requiring a Planning Permit and Marine and Coastal Act Consent (MaCA) would be required.

Some respondents also supporting Option A, suggested, improved lighting and installation of Closed-Circuit TV (CCTV) to improve CPTED. This project does include energy efficient lighting for each cubicle, and external lighting over the front doors. Council does not currently



have any monitored CCTV of public toilet facilities. This would not likely receive broad community support from a privacy or cost perspective.

Likewise, any new construction at this site would also require protected native vegetation removal requiring a Planning Permit and MaCA consent for the building footprint and visual sightlines. New services would likely be required due to the age of existing pipes.

Whilst some respondents wished to retain the existing toilets for the look and feel or potential cost savings from reusing existing services, overwhelmingly it was because the site was setback from the Bay Trail and Beach Road with significant natural screening and will have the least visual impact.

## **Option B**

Location:

Adjacent to the Bay Trail, approximately 45 metres north of the Beacon.

Feedback:

Based on the analysis of the 'Have Your Say' feedback, Option B is the second favored option by the community with 38 respondents expressing support, noting a compromise of visual impact versus user safety.

Support for this option included (number of supporting comments):

- Construction of a new toilet – 38
- Visibility/security – 13

Several respondents supporting Option B felt that the location was midway for beach and playground users and would not impact on enjoyment of the picnic or green open space areas.

Some respondents supporting Option B also felt that this option would have a limited impact on the environment with no removal of protected native vegetation required.

## **Option C**

Location:

Adjacent to the Bay Trail, approximately 20 metres north of the Beacon.

Feedback:

There was no support for this option. Respondents were universally opposed to this location as the site is deemed to have an unreasonably high visual impact. No further evaluation will be considered at this location.

## **Option D**

Location:

Adjacent to the Bay Trail, approximately 55 metres south of the Beacon.

Feedback:

Based on the analysis of the 'Have Your Say' feedback, Option D is the third favored option preferred by the community with 24 respondent's expressing support.

Support for this option included (number of supporting comments):

- Construction of a new toilet – 24
- Proximity to the playground and carpark – 16

Respondents were generally supportive of this location as it offers close proximity to the playground and carpark and is adjacent to the Beach Road crossing. Due to limited support, no further evaluation will be considered for this site.

### **Other location options**

Other options proposed by respondents included:

- A toilet incorporated within the Black Rock Life Saving Club. This option received favourable responses from 13 respondents.
- A toilet located within the B16 Carpark. This option received favourable responses from 6 respondents.
- A toilet located at other locations. This option received favourable responses from 6 respondents.
- A toilet located within or next to the Black Rock Gardens Playground. This option received favourable responses from 3 respondents.

As this approved and budgeted project is to rationalize and construct one public toilet only, and respondents expressing support for two new toilets (separate male and female) was small, no further evaluation for this option will be considered.

Likewise, the respondents expressing support for a toilet to be incorporated within the proposed new Life Saving Club was also small. No further evaluation for this option will be considered for this project, but the feedback will be provided to the project team working on the Life Saving Club redevelopment for consideration.

## **3.2 Feedback themes**

The following section outlines the overall themes raised by respondents, regardless of location, highlighting the most valued considerations in selecting the final location.

### **Visual impact:**

Visual impact on views and the general look and feel of the area was noted as an issue for many respondents – 81 comments.

### **Safety:**

Visibility/Safety/CPTED was noted as a specific requirement for some respondents – 30 comments.

Improved lighting for option A was suggested by a small number of respondents – 3 comments.

Closed circuit TV (CCTV) for option A was suggested by some respondents – 3 comments.

### **Proposed Toilet – Look and feel:**

The proposed design was noted as an issue for some respondents, including look, height and colour – 7 comments.

### **Unisex:**

Unisex cubicles were noted as an issue for some respondents, generally related to cleanliness and queuing/sharing with the opposite sex – 2 comments.

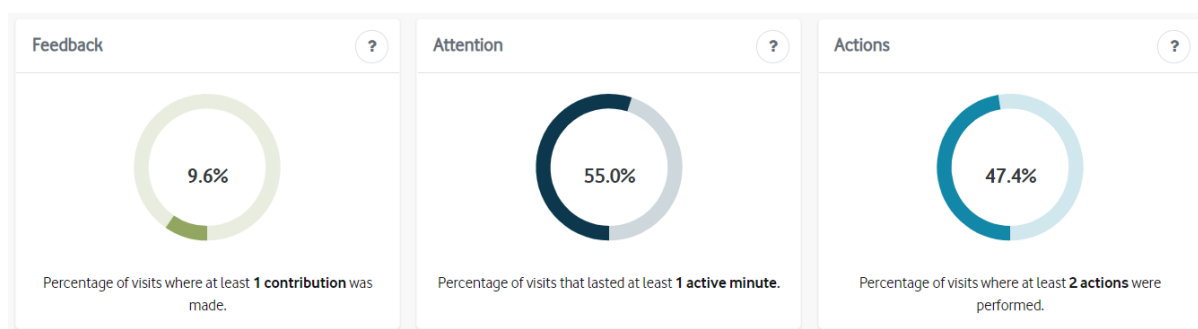
## 4 Evaluation

Participation on the Have Your Say page exceeded standard rates. The chart below illustrates the behaviour of participants across three measures.

**Attention:** refers to the number of visits that last at least 1 minute. This is indicative of the information being well presented and of interest to people who visit the page. For this project 55% of visitors stayed at least one minute, the site average is 32%.

**Actions:** refers to the percentage of visits where people made two actions, such as clicking on links or opening documents. This is indicative that participants were well informed through the information provided. For this project 47.7% of visitors made two actions, the site average is 25%.

**Feedback:** the percentage of participants who provided feedback through the tools online. For this project 9.6% completed the survey or asked a question. The site average is 5%.



The engagement process for this project was well received by the community. Anecdotal feedback stated the information was clearly presented and the questions well structured. There was limited negative feedback on the engagement process and all feedback was received through the Have Your Say site.