

# Draft Central Coast Public Toilet Strategy Engagement Summary



Between 27 September 2024 and 8 November 2024 Central Coast Council sought community feedback on the Draft Central Coast Public Toilet Strategy.

Public toilets are vital community infrastructure that support the health and wellbeing of Central Coast residents, workers and visitors.

Central Coast Council drafted a Public Toilet Strategy (Strategy) to show how we are planning to manage our public toilets across the Central Coast over the next 22 years, to make sure we have a network of contemporary, accessible and sustainable public toilets that meet the needs of our community.

We invited the community to have their say on the draft Strategy by:

- Contributing to the interactive online map on Your Voice Our Coast.
- Completing the online submission form
- Writing a submission via email or post

## Engagement Results

### Key feedback themes

- Concern about outdated and dirty facilities leading to negative perceptions of the region.
- Advocacy for separate male and female toilets for hygiene and safety.
- Requests for better accessible toilets, including facilities for adults with high needs (e.g., changing tables, hoists).
- Toilets should be well-lit, located in visible, open areas to discourage inappropriate behaviour and ensure user safety.
- Some submissions cited specific locations like Chittaway Bay, Blue Lagoon Reserve, and Pearl Beach for urgent action.

## How you connected



A total of **179** surveys completed, **38** written submissions and **66** comments on the interactive map



Your Voice Our Coast  
**17,387** views



The strategy document was downloaded **111** times



Facebook – **26,233** people were reached



Instagram – **6,007** people were reached



Social media - **49,437** reach with 375 interactions



QR code posters linked to the survey – displayed at **151** locations

# Table 1: Who we heard from

Respondents identified their location as per the table below. Four respondents didn't identify their location.

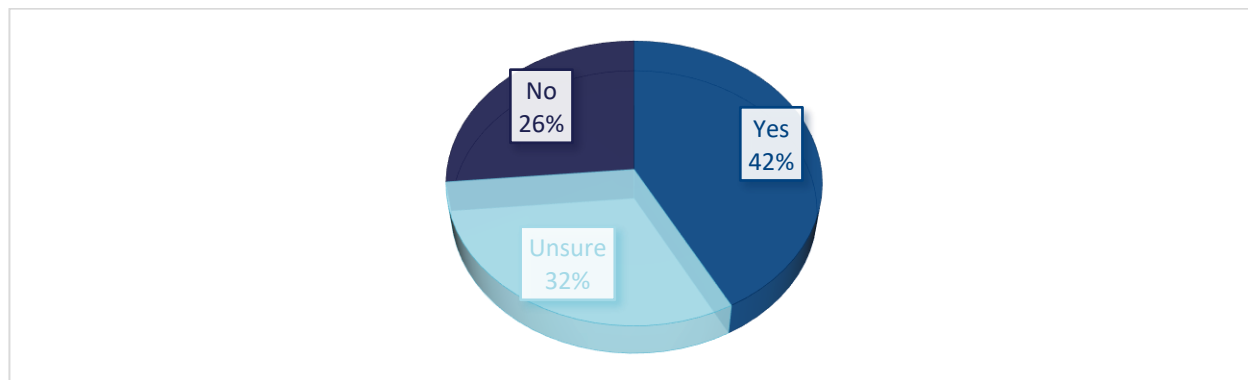
63% (N = 175) of respondents agreed with the proposed plan. Those who were unsure or disagreed with the proposed plan indicated concerns specific to locations, as outlined in the report below.

<b>Budgewoi Ward N = 13</b>	<b>Gosford East Ward N = 23</b>	<b>Gosford West Ward N = 33</b>	<b>The Entrance Ward N = 89</b>	<b>Wyong Ward</b>
Buff Point – 1 Chain valley Bay - 2 Halekulani – 2 Lake Munmorah – 3 Norah Head – 3 San Remo – 2	Avoca – 4 Bensville – 1 Copacabana – 1 Forresters Beach – 2 Green Point – 2 Hardys Bay – 1 Killcare – 4 Kincumber – 1 Macmasters Beach – 1 North Avoca – 1 North Gosford – 1 Terrigal – 2 Wagstaffe – 1 Wamberal – 1	Ettalong Beach – 1 Daleys point – 1 Gosford – 2 Koolewong – 1 Lisarow – 1 Mangrove Creek – 1 Mangrove Mountain – 2 Narara - 1 Niagara Park – 2 Ourimbah – 2 Pearl Beach – 6 Somersby – 1 Springfield – 2 Umina Beach – 3 Woy Woy – 4 Wyoming – 3	Bateau Bay – 48 Berkeley Vale – 14 Chittaway Bay – 10 Glennings Valley – 1 Killarney Vale – 4 Long Jetty – 4 Shelly Beach – 5 The Entrance – 1 Tumbi Umbi – 2	Blue Haven – 3 Gorokan – 2 Hamlyn Terrace – 1 Kanwal – 3 Kulnura - 1 Mardi – 1 Palm Grove – 1 Tuggerawong – 1 Watanobbi – 2 Wyee – 1 Wyong - 1

## Do you agree with the methodology used to develop the strategy?

N = 178

Only 26% of respondents disagreed with the methodology used to develop the strategy.



## Table 2: How much do you agree with the analysis of gaps and opportunities?

N = 141

Below is a table outlining the level of agreement of the analysis of gaps and opportunities by Council Ward area. In all Wards a minority of respondents disagree with the analysis.

<b>Ward</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>
<i>Budgewoi</i>	44	87	10
<i>Gosford East</i>	48	82	11
<i>Gosford West</i>	48	74	13
<i>The Entrance</i>	52	58	32
<i>Wyong</i>	46	74	15

## Table 3: How much do you agree with the analysis of gaps and opportunities outlined in the areas below?

In all instances, most agree or are neutral in terms of agreement levels.

	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>
<i>Existing sports pavilion sites</i> N = 133	<b>59</b>	59	15
<i>Design principles for upgrade</i> N - 161	<b>109</b>	24	28
<i>Local toilets</i> N = 148	<b>66</b>	45	37
<i>District toilets</i> N = 137	<b>76</b>	44	17
<i>Regional toilets</i> N = 138	<b>75</b>	47	16

# Analysis of key themes

Based on the overall comments provided by respondents, we have summarised key feedback themes and relevant quotes below.

## Keep/upgrade existing facilities vs demolish

Residents strongly favour retaining and refurbishing existing amenities, especially where access is being restored or demand is high.



### You said...

*"Demolition and construction of new toilets at Kulnura seems unnecessary when they are in good condition."*

*"As I said don't knock down existing toilets until new ones are built and put them where they are needed..."*

*"Don't demolish our toilets without replacing them."*

*"Bush Street Reserve and Young Street Reserve opposite are popular picnic areas and the new playground is a magnet for children and their parents. Removal of the Bush Street Reserve Toilet Facility would severely impact on the enjoyment of those regular park users"*

*"Strategy should be amended to recommend rebuilding of the toilet facility at Bush Street Reserve Norah Head."*

## Cleanliness & maintenance

Hygiene expectations are explicit: regular cleaning, soap, and materials that support sanitary use.



### You said...

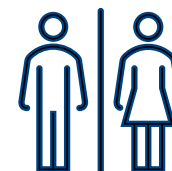
*"Get rid of all metal toilets and clean the facilities regularly with disinfectant."*

*"Toilets need to be clean, equipped with paper and soap at all times."*

*"Something that should be included in this policy is cleanliness... A regular cleaning schedule should be part of this policy."*

## Gender-specific vs unisex arrangements

Many respondents request male/female separation, with some open to additional unisex options.



### You said...

*"Keep male/female toilets separate."*

*"No unisex toilets — they are predators' playground. We also need the toilets around Umina updated."*

*"Whatever is done... there needs to be a separate male and female toilet... unisex toilets are inevitably in a disgusting state."*

*"Local — my concern is that toilets used by men are generally filthy... please think of a way women do not have to share with men."*

*"Don't forget female sanitary amenities."*

## Accessibility & inclusion (disability, high-needs)

Feedback focussed on adult-change facilities, hoists, seats, and practical details that enable dignified use.



### You said...

*"Not enough consideration is given to disabled adults with high needs... retractable changing tables and hoists... This inclusion would be innovative and notable for the Central Coast."*

*"You need to review the toilet seat policy so that a seat is placed on every accessible toilet."*

*"Public toilets are a basic right... small children cannot wait... We deserve better from our Council."*

*"Please put in more considerations for accessible toilets!"*

*"Many older cubicle doors... are wider than needed making it a tight entry... a narrower door... would make access easier."*

## Water & shower amenities

Strong interest in drinking water and showers to support recreation and vulnerable users.



### You said...

*"A filtered drinking water tap at Edgewater Park, Buff Point would be appreciated... no clean water facilities nearby."*

*"Edgewater Park also needs a water filling station/bubbler... John Pete Howard Park at San Remo... no toilets."*

*"For Pearl Beach... doors toward the beach... a separate shower and taps... so the area around the block would be dry."*

*"Please include public showers... this will assist the rising homeless community..."*

## Safety & visibility

Design preferences emphasise well-lit, open sites with clear sightlines to deter inappropriate behaviour.



### You said...

*"Toilets constructed should be in open space, not sheltered or hidden... Well lit, out in open space & secured after hours."*

*"Water (urine) proof the floors." (maintenance + hygiene + safety)*

*"Toilet block at East Gosford needs updating... too many druggies around."*

## Design, materials & usability

Feedback ranges from supporting durable, simple designs to critiques of materials (e.g., stainless steel, porous flooring).

### You said...

*"Keep to 'Form follows Function'... effort spent on talk would be better spent on site design."*

*"The new stainless-steel toilets look very durable. Outside basins OK but door handles asking for trouble?"*

*"I used to travel... Lithgow public toilets were good in design and location."*

*"Just fix the toilets." (preference for practical improvements vs over-design)*

### Locations & specific site requests

Frequent references indicate priority sites where amenities are needed, retained, or enhanced.



#### You said...

*"Public toilet area is needed urgently at Koolewong Boat Ramp."*

*"Chittaway Jimmy's Park needs toilets."*

*"Strategy should be amended to recommend rebuilding Bush Street Reserve (Norah Head)."*

*"Please consider adding toilets to the Crackneck lookout... no bathrooms or running water."*

*"Could you please review the decision to not include the toilets at the Hardy's Bay wharf. They are in constant use..."*

**Table 4: Next steps and Council response by theme**

Theme	Summary of theme / Example of comment	Council's response
Gender-specific vs unisex arrangements	Many respondents request male/female separation, with some open to additional unisex options.	Unisex toilets will comprise individual lockable cubicles intended for use by any person, supporting inclusive access.
Accessibility & inclusion (disability, high-needs)	Adult-change facilities, hoists, seats, and practical details that enable dignified use.	All toilet facilities are designed and constructed in accordance with current building codes and standards, ensuring full accessibility for all users.  The provision of adult-change facilities will be assessed and strategically identified through Council's Disability Inclusion Planning to ensure alignment with community needs and statutory requirements.
Water & shower amenities	Strong interest in drinking water and showers to support recreation and vulnerable users.	Provision of water and shower amenities may be considered on a site-by-site basis during the design and planning phase, subject to consultation with outreach services, local demand, site conditions and alignment with strategic design guidelines.
Safety & visibility	Design preferences emphasise well-lit, open sites with clear sightlines to deter	Design preferences prioritise well-lit, open locations with clear sightlines to maximise passive surveillance and discourage inappropriate behaviour. These considerations have been incorporated into the Strategy through the

Theme	Summary of theme / Example of comment	Council's response
	inappropriate behaviour.	application of Crime Prevention Through Environmental Design principles and siting and placemaking guidelines.
Design, materials & usability	Feedback ranges from supporting durable, simple designs to critiques of materials (e.g., stainless steel, porous flooring).	Community feedback reflects a broad spectrum of views, ranging from support for durable, simple design solutions to concerns about specific material selections such as stainless steel and porous flooring. These insights have informed the refinement of the Strategy, ensuring that material choices balance durability, maintenance needs and user experience.
Locations & specific site requests	Frequent references indicate priority sites where amenities are needed, retained, or enhanced.	<p>The following changes have been made to the Strategy:</p> <ul style="list-style-type: none"> <li>• Bush Street Reserve, Norah Head will be retained and renewed at end of life</li> <li>• Bluebell Park, Berkley Vale will be retained and renewed at end of life</li> <li>• Walter and Edith Denniss, North Entrance will be demolished, but after the new toilet at Terilbah Reserve is constructed</li> <li>• Hardy's Bay, Killcare will be retained with the renewed public toilet building being informed by the current master planning process</li> <li>• Blue Lagoon, Bateau Bay will be retained for a period of six months following completion of the access stairs. Discussions to continue with NSW Government Agencies and Blue Lagoon Beach Resort for suitable arrangements for maintenance. Should an arrangement be established within six months following the completion of the access stairs, the toilet is to be retained</li> <li>• Pretty Beach Tennis, Pretty Beach this upgrade will provide a like for like sheltered area for tennis players, within the public toilet building</li> <li>• Public Toilet, Mangrove Mountain are being upgraded by provision of a septic system to replace the drop toilets with flushing toilets and includes the provision of hand-washing facilities</li> </ul>

## What's next?

Council will continue to maintain this vital community infrastructure that support the health and wellbeing of Central Coast residents, workers and visitors. Any updated information will be made available via [Your Voice Our Coast](#). Please check back in.