



# Asset Levels of Service Buildings Community Engagement

# Executive Summary

The Byron Shire Council is currently developing a Buildings Asset Management Plan and have sought feedback from the community in relation to the community buildings and public toilets within Byron Shire.

An online survey was conducted from 8th March 2019 to 12th April 2019 and the results are presented in this report.

Within the Shire there are currently 25 toilet blocks owned and managed by Byron Shire Council and 3 facilities owned by the State of NSW (Reflections Holiday Parks) and cleaned by Byron Shire Council (at Brunswick Heads). There were 168 responses to the survey which is a relatively low number given the comprehensive marketing of the survey on social media, print, website and direct email to selected groups.

Graphs of public toilet ratings are provided on pages 13 and 14. It is interesting that the three state owned facilities rated the poorest (page 14).

The survey sought perceptions of the performance of community buildings against key criteria (page 17) and the importance of criteria when selecting or using a building (page 18). A cross comparison of performance against importance is presented on page 19.

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# Quantitative Analysis

- **Public toilets** rated on average of **3.6 (1 Excellent - 5 Poor)**;
- **Community buildings** rated an average of **2.2**;
- **168 surveys** completed;
- **90% (152)** of respondents had used a council managed public toilet in the last 12 months;
- **50% (84)** had used at least one community building within the last 12 months;

- **45% (75)** respondents provided information on whether more public toilet blocks should be built in Byron Shire;
- **23% (38)** respondents made further comments on public buildings in the shire.

## Key Findings

- Public toilet maintenance and cleaning is the key area of public dissatisfaction in this survey.
- A third of people who provided a response on public toilets felt there were adequate toilet facilities or preferred a focus on upgrading existing facilities over provision of new facilities.
- Brunswick Heads was an area that attracted a lot of negative comments and is the location of the three state owned public toilets in the shire.
- The public appears to be generally satisfied with community buildings (other than public toilets).
- In the general comments section, the majority of comments related to public toilets rather than other community buildings within the shire.
- There were a number of negative comments on the newer/self-cleaning/Unisex toilets. There does not appear to be a high level of satisfaction with these facilities.
- A number of respondents indicated unfavorable comparison with facilities on the Gold Coast which could impact tourist visitation to the region.

## Recommendations

- Initial focus on upgrading existing toilet facilities rather than installation of new facilities.
- Prioritise upgrades, particularly disability access upgrades based on individual building performance (page 20-21).
- Public safety should be a priority area for maintenance (e.g. locks on doors, lighting).
- Council review public toilet locations in relation to playground facilities in parks. Toilets may have been situated prior to playground development and may not be convenient for parents with young children.
- The mix of traditional toilet facilities with newer self-cleaning facilities needs to be considered as there appears to be a high level of dissatisfaction with the self-cleaning model.
- Brunswick Heads is a priority area. Council needs to resolve provision of suitable facilities in the area including negotiation with State Government to upgrade their facilities at Brunswick Heads.
- Consider a public awareness campaign for online reporting of issues with community buildings and public toilets in particular.

## Purpose

The Byron Shire Council is currently developing a Buildings Asset Management Plan. This report provides information from the community on their perceptions of selected performance criteria of buildings owned or managed by Council.

Performance criteria include:

- Are the buildings clean and safe?
- Are the buildings catering for disability access?
- Are there enough public toilets?
- How can we better look after our buildings to meet our community's needs?

## Background

'Assets' refers to infrastructure that is managed by the Byron Shire Council. The major asset categories are roads, footpaths, car parks, drainage, parks and reserves, buildings, and plant and fleet. This report relates to community buildings that are owned or managed by Byron Shire Council.

This includes the following buildings:

- Public toilets
- Community centres and halls
- Recreation and sporting facilities
- Showgrounds
- Libraries
- Pre-Schools

Council assigns a Level of Service to buildings. This is based on what the community thinks is acceptable in terms of the quality, quantity and management of assets.

Council generally seeks public feedback on the current status of assets and community expectations. The results of all the feedback will also be used to guide the relevant asset management plans.

## Location and maintenance of toilets

There is a wide range of toilet facilities within Byron Shire Council ranging from relatively new self-cleaning facilities to older toilet blocks that have been in operation for decades. Not all public toilets within Byron Shire are owned by council, the following facilities are owned by the State Government (Reflections Holiday Park Board) and only cleaned by Byron Shire Council (refer to map 1 on page 8).

- Brunswick Heads Torakina Park
- Brunswick Heads Banner Park
- Brunswick Heads Terrace Park

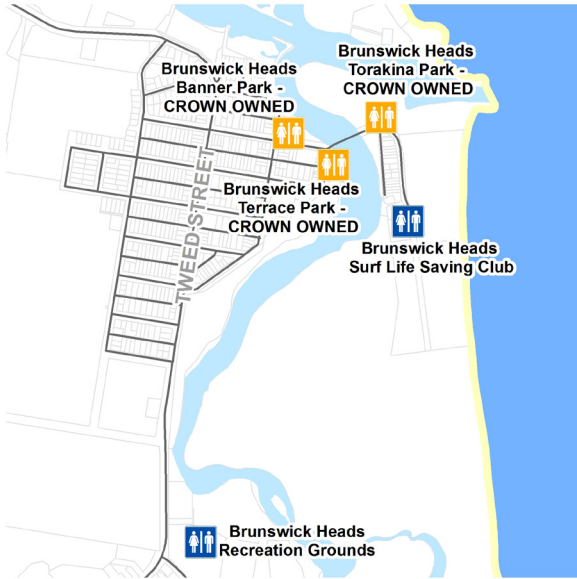


Council reviews maintenance needs based on meeting three condition levels:

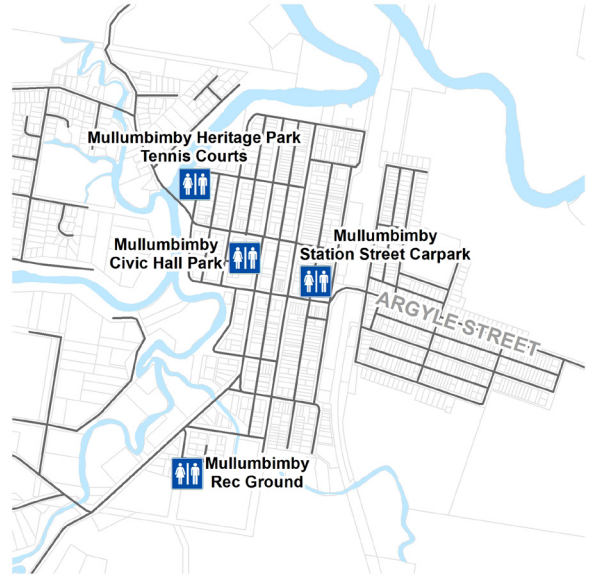
- ➔ **GOOD** (e.g. Railway Park Byron Bay) - 48%
- ➔ **FAIR** (e.g. Mullumbimby Civic Hall Park & Brunswick Heads The Terrace.) - 41%
- ➔ **POOR** (e.g. Clarkes Beach Byron Bay) - 11%



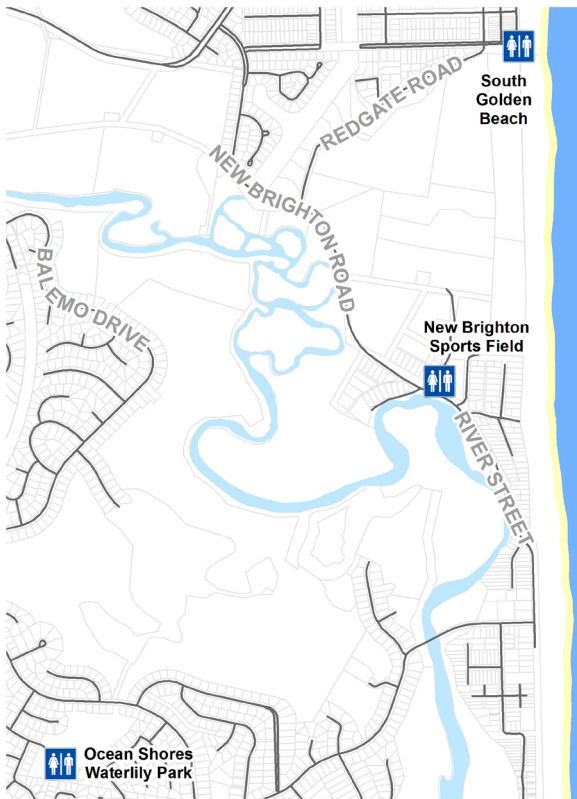
The following maps provide the location of all public toilets within Byron Shire.



**BRUNSWICK HEADS**



**MULLUMBIMBY**



**OCEAN SHORES, NEW BRIGHTON**

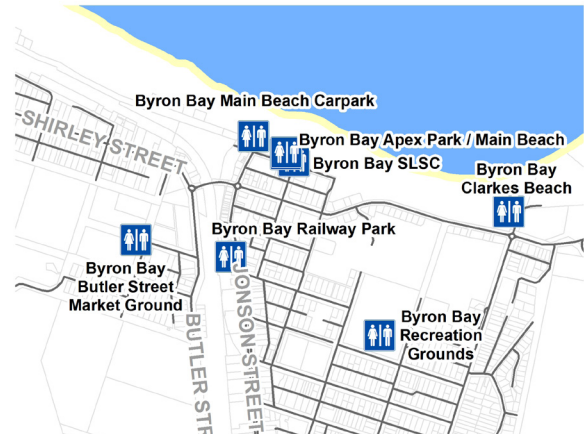


**SUFFOLK PARK**

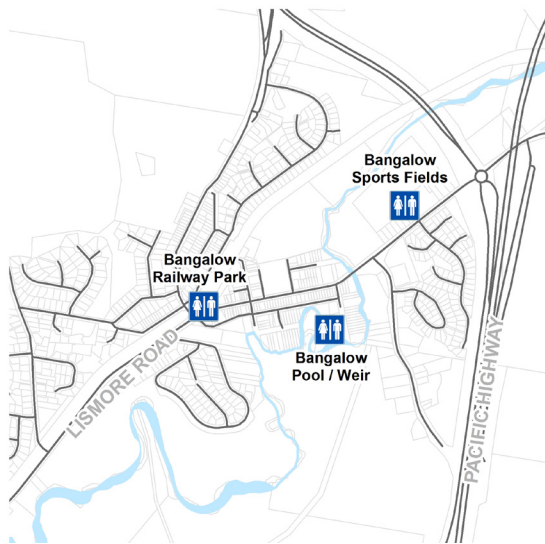




**WEST BYRON BAY**



**BYRON BAY**



**BANGALOW**



**FEDERAL**



**TYAGARAH**

# Survey Methodology

An internet based survey was developed and posted on the Yoursay Byron Shire Website from 8th March 2019 to 12th April 2019. Overall there were 168 responses to the survey. Respondents were asked to rate any toilet facilities and other community buildings within Byron Shire Council that they have used within the last 12 months.

## Public Toilets

- Have you used a council managed public toilet block in the last 12 months?
- Provide an overall rating from very poor to excellent for any public toilet block used in the past 12 months.
- Would you like to have more public toilet blocks built in Byron Shire? If so, where?

## Community Buildings

- Have you hired or used a community building within the last 12 months?
- Select a building you have hired or used in the last 12 months.
- Rate this building according to its current performance from excellent to very poor, or not applicable in relation to selected criteria.
- How important were selected criteria when you hired or used this building?
- Up to four separate buildings could be identified and rated.
- Make further comment about public buildings in the Shire.

## Marketing of Survey

The survey was promoted via Facebook, an advertisement in the Byron News and Byron Echo and via a link on the council website. Survey links were emailed to stakeholders including:

- all regular facility users groups;
- business commerce bodies;
- resident associations;
- community licencees and lease holders;
- council staff; and the
- Transport & Infrastructure Advisory Committee

## Survey Results

There was a total of 168 surveys completed. Given the comprehensive marketing of the survey, this relatively low level of response for a community of around 34,000 signifies that there is probably not a high level of dissatisfaction with facilities.

## Public Toilets

Almost all (152 of 168) respondents had used a council managed public toilet in the last 12 months.

The following graph shows the overall rating of Public toilets. As there was a wide variance in the level of usage of public toilets, further analysis was conducted to just highlight perceived quality of the facilities ranked in order of overall rating from excellent to very poor in the second graph (page 14).

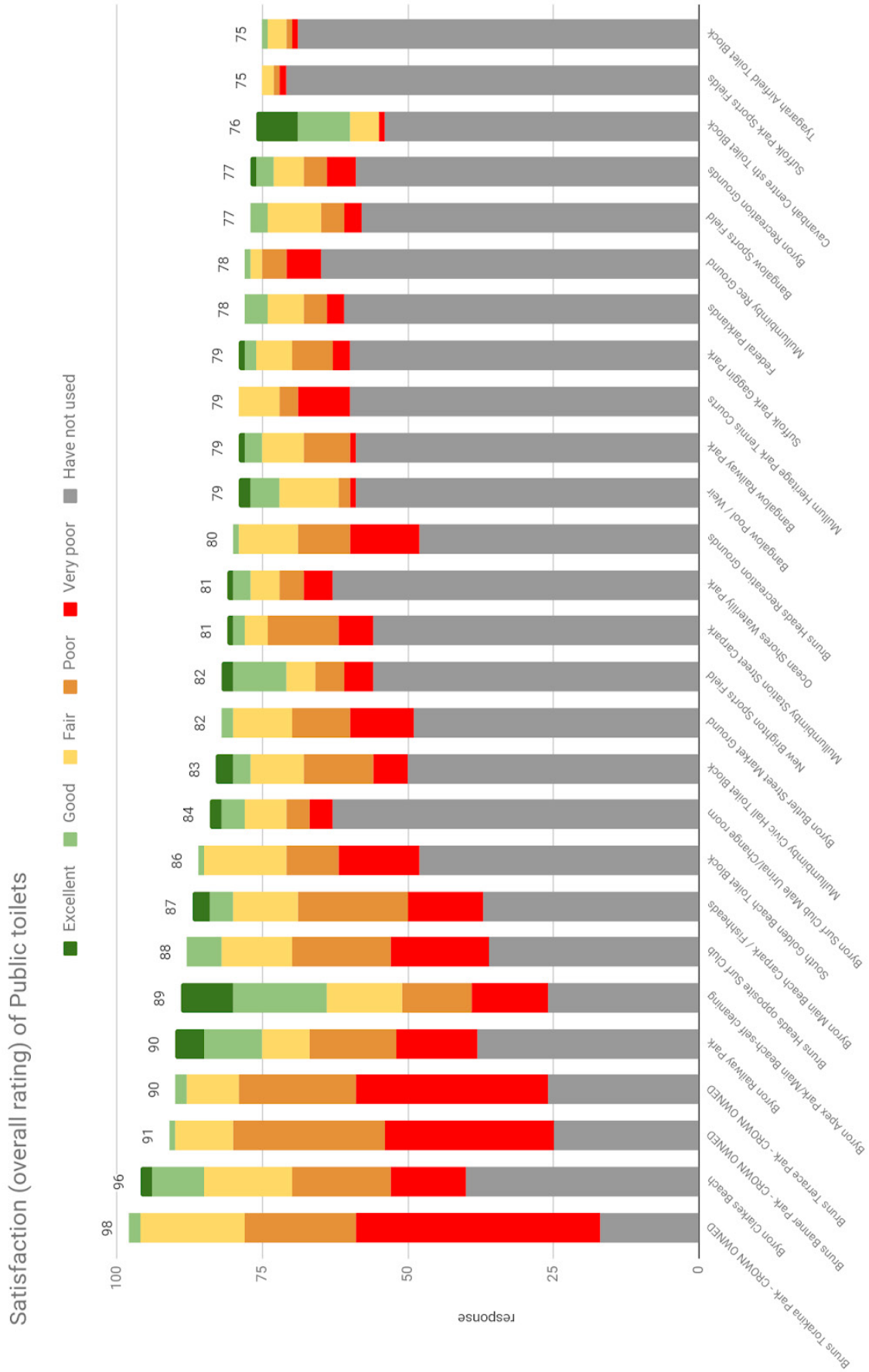
It must be pointed out that these are public perceptions on the day of their visit to the facilities and are therefore only indicative of overall quality. Many factors can influence public perceptions at a point in time including:

- ➔ How recently the facility was cleaned prior to the visit;
- ➔ Period of heavy use (e.g. during festivals, events etc.);
- ➔ Behavior of recent visitors to the facility.

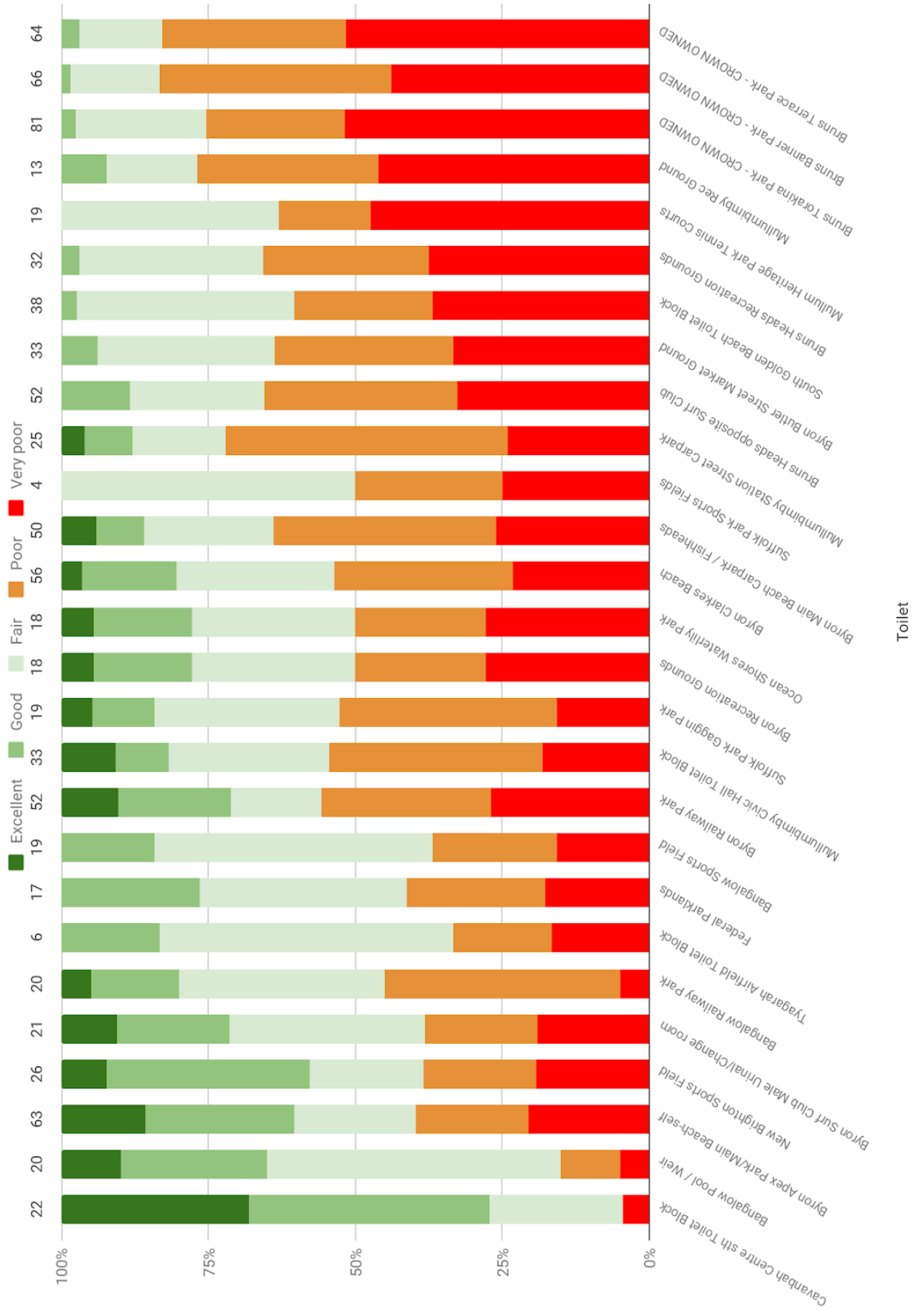




# Quality of public toilets (by public toilet facility)



# Quality of public toilets - ratings only



# Community Buildings

Survey respondents were asked if they had used a community building in the Byron Shire in the past 12 months. Respondents were allowed to identify multiple buildings with no respondent identifying using more than three different public buildings (other than toilets) in the past 12 months. In each case they were asked to:

- Identify the building from the list provided;
- Rate the performance of the building from 1 - excellent to 5 - very poor in relation to the following criteria:
  - **Overall condition 2.34** - what was the condition of floor covering, lights, walls & ceilings?
  - **Overall Cleanliness 2.21** - was the kitchen, toilets, change rooms clean?
  - **Functionality 2.24** - did the spaces (rooms & kitchens) serve your purpose?
  - **Disability access 2.39** - did it have appropriate ramps, rails and toilets?
  - **Booking process 2.25** - how easy was it to book and pay for the building?
  - **Capacity 2.18** - did the building cater to the number of users?
  - **Cost 1.84** - was the building value for money in your opinion?
  - **Availability 2** - were there lots of date options for you to choose from?

→ How important were the following criteria when you hired or used the building? Please rank in order from 1 (most important) to 8 (least important).

- Overall condition of floors, walls & ceilings.
- Cleanliness and maintenance of kitchen, toilets, change rooms etc.?
- Functionality of the building meeting your needs?
- Disability access having ramps, railings etc.?
- Booking and or payment process?
- Capacity sufficient for number of users?
- Cost and value for money?
- Availability for when I want it?

The following graphs identify performance of buildings by criteria and the importance of criteria when hiring or using a building.

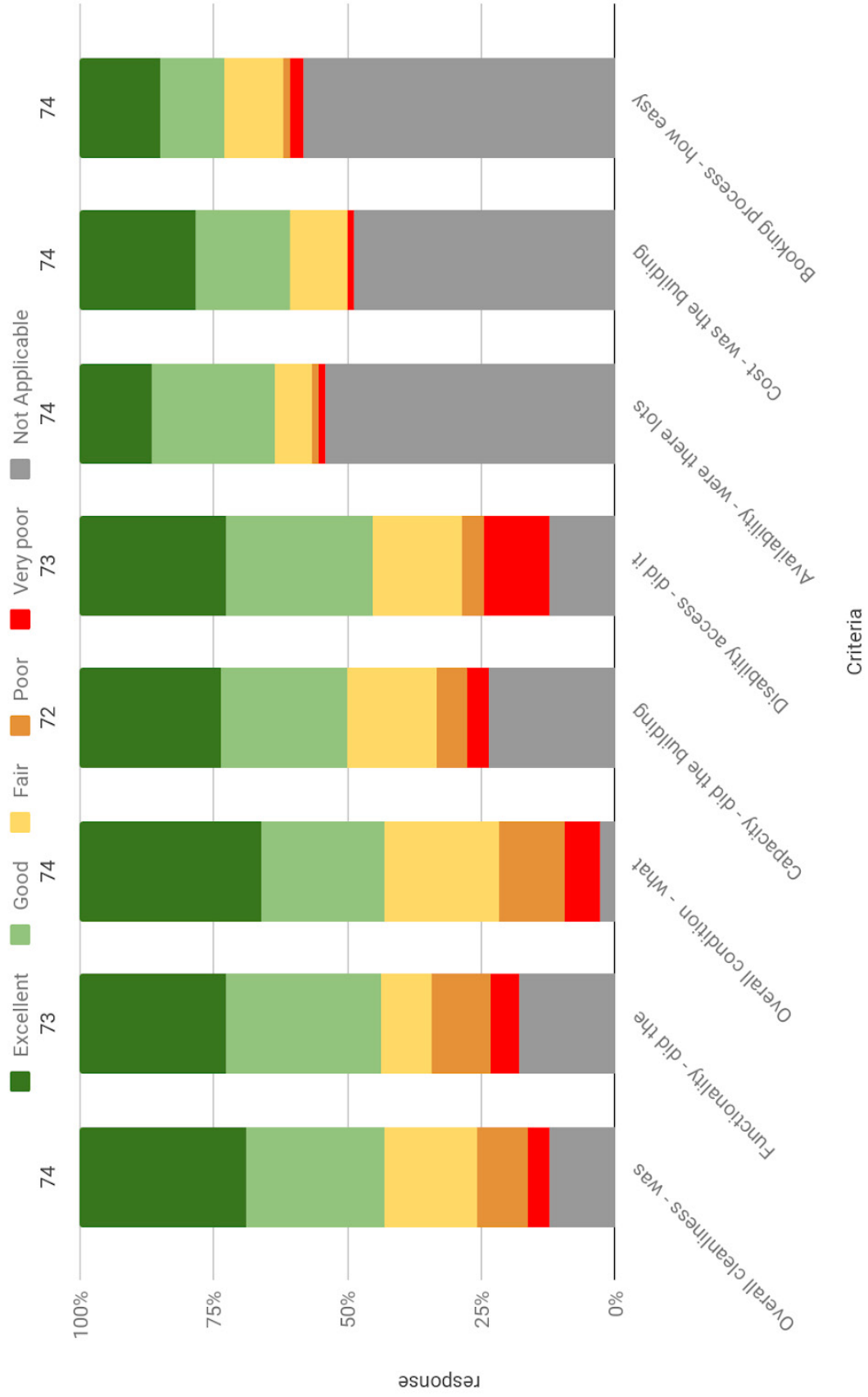
Generally, performance was good across all categories with green areas greater than orange or red areas. Some categories had a much higher level of not applicable for buildings that attract no fee or require no booking.

With respect to importance in selection of a building, the top three categories were:

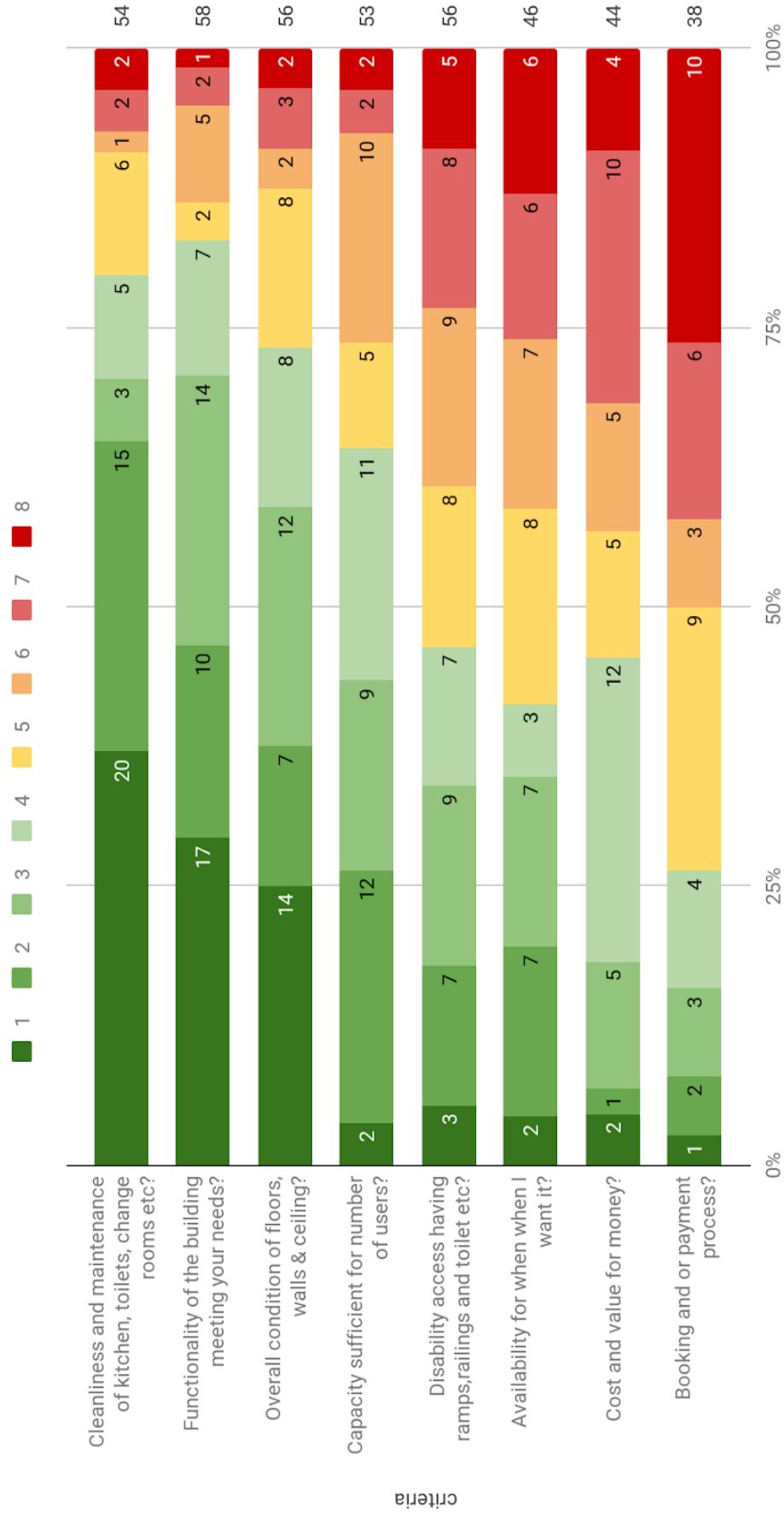
- Cleanliness
- Functionality
- Overall Condition



# Performance by criteria (buildings)



## Importance of each criteria in selection of building



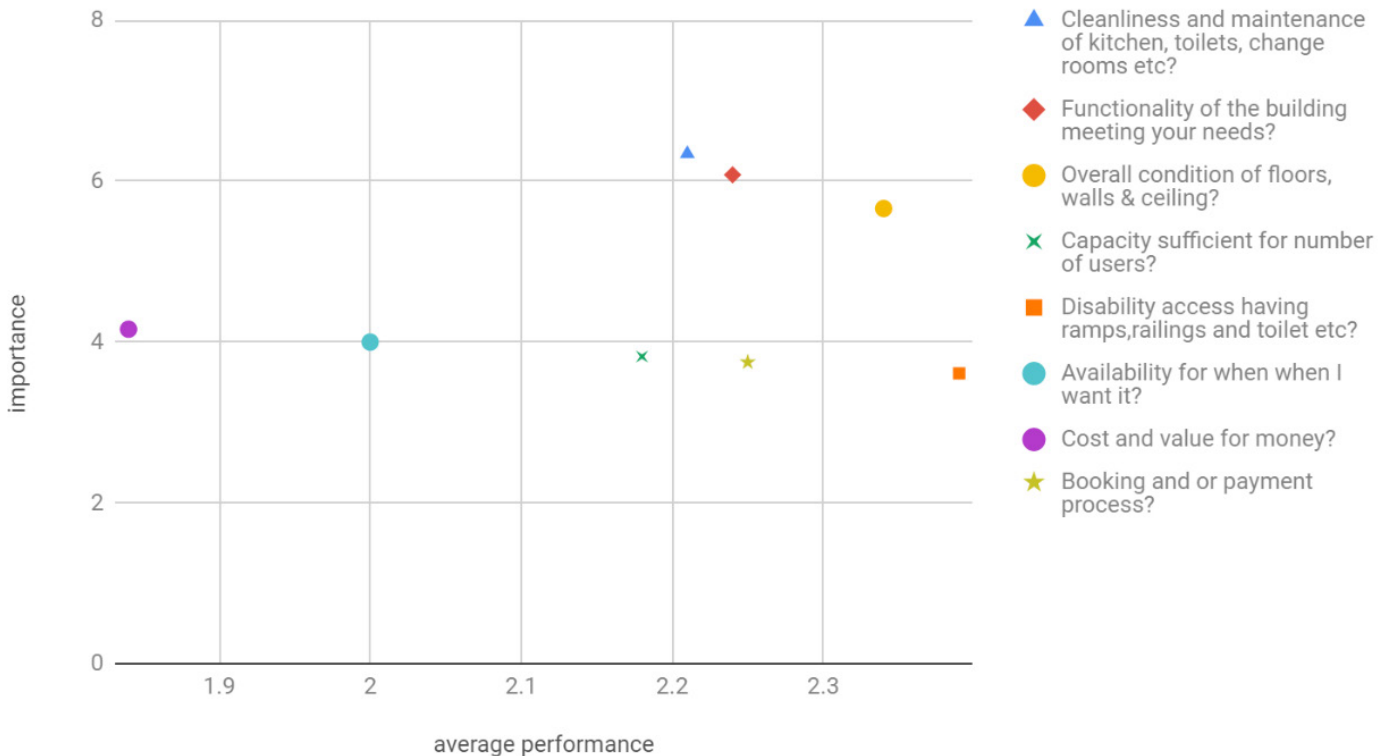
# Cross comparison

A cross comparison was made of average performance of building against the importance of key criteria in selecting a building. The importance comes from the ranking provided, with 1 being most important and 8 being least important. The five point scale for performance was converted to a numerical scale where 1 Excellent – 5 Very Poor. It is interesting to note that the three most important criteria for selection of buildings did not rate that high in performance being:

- Cleanliness
- Functionality
- Overall Condition

Disability access whilst not rated highly in terms of importance did score lowest in terms of performance.

Buildings cross comparison - average performance vs. importance



# Buildings: performance by criteria

The following shows the responses per building which gives council an indication of public perceptions of individual buildings. Please note that sometimes this is based on only one response for buildings that are probably not utilised as frequently as others. This serves as a guide to council where to focus their maintenance efforts, particularly in relation to the key factors of overall condition, overall cleanliness and functionality. The colours are in a traffic light scale, from dark red (representing very poor) to yellow (representing fair) to dark green (representing excellent). Criteria marked as not applicable or not answered have been left uncoloured.

	Number of Responses	Overall condition	Overall cleanliness	Functionality	Disability access	Booking process	Capacity	Cost	Availability
Byron Bay Cavanbah Centre Canteen	1	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green
Suffolk Park Community Hall	1	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green
Ocean Shores Community Centre	1	Yellow	Dark Green	Dark Green	Dark Green	Light Green	Dark Green	Dark Green	Light Green
Byron Bay Cavanbah Centre	11	Dark Green	Dark Green	Light Green	Dark Green	Light Green	Dark Green	Dark Green	Light Green
Mullum Pool	2	Dark Green	Light Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green
Byron Lone Goat Library	5	Dark Green	Light Green	Dark Green	Dark Green	Dark Green	Light Green	Dark Green	Dark Green
Bangalow Heritage House	1	Light Green	Dark Green	Light Green	Light Green	Dark Green	Dark Green	Dark Green	Dark Green
Brunswick Valley Community Centre	1	Light Green	Light Green	Dark Green	Dark Green	Dark Green	Light Green	Dark Green	Dark Green
Mullum CWA Building	1	Dark Green	Light Green	Dark Green	Light Green	Dark Green	Dark Green	Dark Green	Dark Green
Bangalow A & I Hall	7	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green
South Golden Beach Community Hall	4	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green	Dark Green
Mullumbimby Civic Hall	4	Dark Green	Dark Green	Dark Green	Dark Green	Light Green	Dark Green	Light Green	Light Green
Byron Bay Marvell Hall	1	Yellow	Light Green	Dark Green	Dark Green	Yellow	Dark Green	Dark Green	Dark Green
Mullum Neighbourhood Centre	1	Yellow	Dark Green	Light Green	Dark Green	Dark Green	Dark Green	Yellow	Dark Green
Brunswick Heads Memorial Hall	2	Light Green	Yellow	Light Green	Yellow	Dark Green	Dark Green	Dark Green	Dark Green
Byron Bay Surf Club	2	Light Green	Light Green	Dark Green	Light Green	Dark Green	Dark Green	Dark Green	Light Green
Federal Tennis Club Tennis Clubhouse	1	Dark Green	Dark Green	Dark Green	Dark Green	Yellow	Dark Green	Dark Green	Dark Green



Byron Bay Rec Grounds Scout Hall	1	5	4	3	2	1	0	0	0
Mullum Jubilee Ave Netball Clubhouse	2	4	3	2	1	0	0	0	0
Mullum Library	5	4	3	2	1	0	0	0	0
Brunswick Heads Library	6	4	3	2	1	0	0	0	0
Bangalow Showground	1	4	3	2	1	0	0	0	0
Byron Bay Pool	6	4	3	2	1	0	0	0	0
Brunswick Heads Surf Club	3	4	3	2	1	0	0	0	0
Bangalow Sports Fields Tennis Shed	2	4	3	2	1	0	0	0	0
Federal Community Children's Centre	1	4	3	2	1	0	0	0	0
Byron Bay Rec Grounds Soccer/Netball Club	1	4	3	2	1	0	0	0	0

## Analysis

### Quantitative Analysis

The majority of quantitative information is provided within the graphs. Other key statistics are:

- ➔ **168 surveys** completed;
- ➔ **90% (152)** of respondents had used a council managed public toilet in the last 12 months;
- ➔ **50% (84)** had used at least one community building within the last 12 months;
- ➔ **10% (17)** had used a second community building;
- ➔ **2% (3)** had used a third community building;
- ➔ No one had used a fourth community building.
- ➔ **Public toilets** rated at an average of **3.6** (1 Excellent – 5 Very Poor)
- ➔ **Community buildings** rated at an average of **2.2** (1 Excellent – 5 Very Poor)

# Qualitative analysis

There were two key fields in the survey providing qualitative information:

- **45% (75)** respondents provided information on whether more public toilet blocks should be built in Byron Shire;
- **23% (38)** respondents made further comments on public buildings in the shire.

## Public Toilets

The following comments were made in relation to public toilets. The number in brackets identifies how many responses if more than one. Please note that there were multiple items identified in a number of responses so the total will exceed the 75 respondents.

- No additional toilets needed (16)
- Improve existing toilets (11)
- Brunswick Heads (11)
- Central Byron CBD (7)
- New Brighton, Ocean Shores (4)
- Railway Park (4)
- Main Beach (4)
- Mullumbimby (3)
- South Golden Beach (3)
- Clarkes Beach (3)
- Belongil has nothing (2)
- Bangalow Fire Station Park
- Bangalow Jeff Schneider Field
- Federal Park closer to playground
- Billinudgel
- St Helena Lookout
- Suffolk Park
- Cricket field/ Football Oval
- Sunrise Beach
- Near Byron High School
- Near Library
- Do not like automated toilets (3)

- All public beach and recreation places with disabled and baby change facilities
- Metal toilets with no seat unpleasant in winter
- Don't want to share male and female
- New surf club Brunswick Heads – ensure public access maintained
- All toilets in Mullumbimby are in poor condition

## General Comments on Public Buildings in the Shire

*I tend to sneak into hotels etc. to avoid using Councils public toilets  
Ensure workers are actually cleaning the facilities and not just looking busy.*

*I find the self cleaning toilets in Byron scary to use with small children & myself being a tad claustrophobic. Would be good to have at least one toilet as an option that you didn't feel locked inside of*

*I have not hired a public building but could not submit my survey without answering that question. Annoying;*

*They are all old and outdated, tired looking;*

*Bruns toilets are a disgrace, all of them, dangerous, no lighting;*

*The toilets in Brunswick Heads and Mullumbimby are absolutely disgusting. They don't feel safe, no locks on the doors, dirty, no soap or hand dryer poor lighting. With so many tourists passing through the area you should be ashamed;*

*Don't need more amenity blocks, just need existing to be better maintained;*

*Ocean Shores and South Golden Beach need more infrastructure;*

*The toilet blocks at Brunswick Heads are shockingly unsanitary, unsafe & outdated. Why would people holiday at Brunswick Heads when they can enjoy paths, parks & modern facilities in practically every other coastal town in Australia. These revolting facilities are an embarrassment to the local community & need to be knocked down & replaced with toilets that can be safely used by families, the elderly, locals & tourists all year round. About time BSC started listening to the community they were elected to represent & finally do something about the Brunswick Heads toilet blocks!*

*The AFL community here is bursting at the seams, we really need a clubhouse located at the cav centre. Somewhere for us all to enjoy the footy on game day. At the moment we have these Awesome facility's at the cav with absolutely no atmosphere.*

*Generally they have poor presentation and are in poor condition  
Hiring can be way too expensive!;*

*the toilet block at SGB is in a very poor condition. it is regularly tagged with graffiti, has holes in the walls and the toilets are often closed for repair for extended periods. they are a very poor first impression for visitors to our village. the building needs to be replaced.*

*The toilets are NOT hygienic, inadequate and filthy. They are embarrassment when we have visitors. The toilets are third world. The Gold coast have quality clean toilets.*

*The toilets in Brunswick Heads need major attention. I have walked out and couldn't use as were absolutely disgraceful! Door lock broken so couldn't shut, aged, mouldy and just plain gross. Considering the amount of traffic using them its really embarrassing that they aren't maintained and need more due to influx of people;*

*If you compare our facilities with those on the Gold Coast - particularly around the beaches - Byron Shire's are sadly lacking;*

*Yes, No Parking signs at the Brunswick Heads surf club have been interfered with (presumably by 'locals') so that two short No Parking spots now appear like one long No Parking area. This was achieved by removing the right end limit of the left-hand area and the left end limit of the right-hand area, thus achieving one long but illegal No Parking area. Could you please reinstall the correct signage. You'll see the fixing points of the removed signs or email me and I'll submit photos;*

*Yes the hire fees for halls is too high and prohibitive;*

*Brian from the A&I Hall has always been an absolute pleasure to work with;  
The car park at the Mullum Rec Grounds is APALLING!!! Get the surface fixed!!!!!!!*

*How on earth can the shire let tourists into Brunswick Heads and expect them to have a suit ? Joke of a council;*

*The toilets at Torakina beach are a disgrace!!! Truly embarrassing ...  
Cleaner toilets*

*The toilets are old, grotty and dirty. You never feel safe using them.*

*Few toilet and bathroom amenities suitable for baby nappy change or breastfeeding;*

*Brunswick surf club is in need of a upgrade to a better facility for the community.*

*It was difficult to book one of the halls and organise key collection as the person responsible did not answer their phone. Would be great to have a single database for seeing when halls are available and central place to get keys etc. rather than relying on the people who run the specific hall.  
Halls should also be much cheaper to use. The public toilets need to have more light and look more inviting rather than run down and scary*

*Make the public toilets like the ones on the Gold Coast where they are open and clean and not disgusting small and closed like the ones in the top park.*

*The public toilets on all the beaches are dreadful and I cannot understand why they are left in such disrepair. At Torakina they are dark, mouldy, dirty and generally very unpleasant. At the Main Beach the self-cleaning toilets are completely out of keeping with the shire. I understand the need for a small footprint, but surely and larger and less offensive building could have been built on the other side of the surf club. The same for the ones outside the Rails. Self-cleaning toilets are revolting and an embarrassment to our shire.*

*The toilets at Banner Park were locked at 11am on the day that Brunswick Heads Bakery had its first birthday and had a doughnut float day on the river for families. No one could use the toilets a real annoyance and inconvenience.*



# Key Findings

There were two key fields in the survey providing qualitative information:

- Public toilet maintenance and cleaning is the key area of public dissatisfaction in this survey.
- A third of people who provided a response on public toilets felt there were adequate toilet facilities or preferred a focus on upgrading existing facilities over provision of new facilities.
- Brunswick Heads was an area that attracted a lot of negative comments and is the location of the three state owned public toilets in the shire.
- The public appears to be generally satisfied with community buildings (other than public toilets).
- In the general comments section, the majority of comments related to public toilets rather than other community buildings within the shire.
- There were a number of negative comments on the newer/self-cleaning/Unisex toilets. There does not appear to be a high level of satisfaction with these facilities.
- A number of respondents indicated unfavorable comparison with facilities on the Gold Coast which could impact tourist visitation to the region.

# Recommendations

- Initial focus on renewing/upgrading existing toilet facilities rather than installation of new facilities.
- Prioritise upgrades, particularly disability access upgrades based on individual building performance (page 20-21).
- Public safety should be a priority area for maintenance (e.g. locks on doors, lighting).
- Council review public toilet locations in relation to playground facilities in parks. Toilets may have been situated prior to playground development and may not be convenient for parents with young children.
- The mix of traditional toilet facilities with newer self-cleaning facilities needs to be considered as there appears to be a high level of dissatisfaction with the self-cleaning model.
- Brunswick Heads is a priority area. Council needs to resolve provision of suitable facilities in the area including negotiation with State Government to to renew their facilities at Brunswick Heads.
- Consider a public awareness campaign for online reporting of issues with community buildings and public toilets in particular.