



Ref: COR/19/215309

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Victoria 3001 Australia  
Telephone 1800 800 007  
[ptv.vic.gov.au](http://ptv.vic.gov.au)Mr Kelvin Tori  
Chief Executive Officer  
City of Melton  
PO Box 21  
MELTON VIC 3337

Dear Mr Tori

**DIGGERS REST STATION – TOILET FACILITIES**

Thank you for your letter of 2 April 2019 on behalf of Melton City Council regarding toilet access at Diggers Rest station.

I acknowledge Council's concerns about amenities at Diggers Rest station.

As you are aware, this station was upgraded as part of the Sunbury Electrification Project. The decision was made not to staff the station at this time, which means the toilet facilities are not currently available for public use.

The decision to staff stations is based on several factors, primarily driven by expected patronage, whether the station is an interchange point, and whether the station provides services for special events.

Based on current passenger levels at Diggers Rest station, there are no plans to provide staffing at the station. This position will be reviewed should passenger numbers significantly increase.

The Victorian Government is expanding and upgrading toilet facilities across Melbourne's train network, with new facilities already installed at several stations. Toilets are provided at all premium staffed stations, at host stations when staff are on duty, and at some unstaffed stations by self-cleaning, automated toilet blocks. Traditional toilet facilities are unavailable at unstaffed stations because of the misuse of facilities, security problems, cleanliness and public liability concerns.

The nearest station toilet facilities on the Sunbury line are at Sunbury and Watergardens, during staffed hours. For information about other station toilets, passengers are encouraged to visit the PTV website at [ptv.vic.gov.au](http://ptv.vic.gov.au) or call PTV on 1800 800 007 between 6 am and midnight.

I understand public toilets are also available at Stan Payne Reserve, approximately 170 metres from the station.

I trust this information is of use to Council. Thank you again for sharing these concerns with me.

Yours sincerely



Jeroen Weimar  
Chief Executive Officer  
Public Transport Victoria

14/5/2019

