

What are ACCESSIBLE TOILETS AND CHANGING PLACES?



People with disabilities, older people, parents or carers may find it difficult to access goods, services and premises if an accessible toilet or changing place is not available for their use.

What are accessible toilets?

An accessible toilet is one that is designed to accommodate people with disabilities, and can include features such as handrails and wider spaces to allow for wheelchairs or mobility aids. If an accessible toilet is available, it's also important that it is kept clear, easy to get to and is not used for any other purpose. Ensure there is clear signage to advise people that this facility is available. Staff should also know about available accessible toilets so they can inform customers.

What is a changing place?

While people generally know about accessible toilets for people with disabilities – changing places for people with disabilities are relatively new in Australia. These are toilets with enough space and adequate facilities to allow people

with disabilities – or their parents or carers – to easily attend to toileting and/or change needs with dignity. While not all businesses will be able to provide a changing place themselves – they should know the whereabouts of the nearest changing place. Businesses could consider providing clear signage indicating that accessible toilets or changing places are either available at the business or nearby.

You could include the following features in your toilet facilities to help you make them accessible to your customers. You could also include these features when planning future accessible facilities in building plans and designs. You can start small and gradually add features in the list to your building or premises according to resources that are available in your organisation.



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Useful features of a changing place

- a non-slip floor
- height adjustable adult-sized change bench
- a tracking hoist system or mobile hoist if this is not possible
- toilet bowl, wash basin, hand paper towel dispenser or hand dryer at the height of a person using a wheelchair
- handrails
- wide tear off paper roll to cover the bench
- disposable change table covers
- a large waste bin for disposable pads
- wipes, and a large sealed hygienic bin for disposable nappies
- for infants – a clean, safe change table with a safety harness.

Space considerations

- adequate space in the change area for the person with a disability and up to two carers
- a centrally placed toilet with room either side for the carers
- a screen or curtain to allow people with disabilities and carers some privacy
- for carers of infants – adequate space to allow for a pram
- a safe and clean environment.



More information on accessible toilets and changing places

You can find detailed information about changing places from the Changing Places campaign website www.changing-places.org.

For more specific information on creating changing places, including information kits, visit disabilityaccessconsultants.com.au/changing-places-toilets-new-information-kit/



Where can I get more advice and information?

To find out more about protected attributes, your legal obligations, other agencies that work with and for people with disability, and how to improve communication accessibility, visit www.accessiblebusiness.com.au

