

Frequently Asked Questions

The following information has been developed in response to common queries received about the Changing Places WA project.

Please be aware that this project is ongoing and therefore some questions cannot yet be answered definitively. We will be providing interested parties with updates about the progress of the Changing Places network.

Should you have further questions or wish to receive electronic newsletter updates about the project via email, please contact the [Changing Places Project Team](#) or phone (08) 6104 9510. You can also follow us on Twitter [@DisabilityWA](#)

Who can access a Changing Place?

- A person with a disability of any age who needs to use a hoist and/or adult sized change table for their continence needs.
- A person with a disability of any age who needs extra space within a bathroom to cater for their continence needs.
- A person with medical continence needs i.e. colectomy, ileostomy.
- The support person/s of any of the above people.

How do I access a Changing Place?

People who are eligible to use a Changing Place will be able to apply for an access card. It is likely this will process will be similar to the application procedure for a Companion Card.

Can disability service organisations have an access card?

Yes, organisations supporting people in the community who need to use a Changing Place can apply for an access card.

Will Changing Places be open after normal business hours?

Wherever possible, Changing Places will have 24 hour access.

What is in a Changing Place?

There are three different Changing Places designs. Types 1a and 1b Changing Places contain the same equipment, but have slightly different configurations. Type 2 Changing Places also include an accessible shower.

Type 1a and 1b Changing Places include the following:

- Room coverage hoist.
- Accessible pan and cistern including back rest, grab rails.
- Two 800mm long horizontal grab rails mounted at 800mm and 1000mm above floor level for adjusting clothes.
- Adjustable height adult sized change table, 1800mm long with side safety rail.
- Disposable change table cover dispenser with shelf
- Integrated hand washbasin.
- Hand drier and/or paper towel dispenser.
- Rubbish bin.
- Automatic door with a minimum 900mm clear opening, 1000mm is recommended.
- Automatic door control.

Type 2 Changing Places contain all of the above, plus an accessible shower.

The Commission recommends that local governments build a Type 2 Changing Place wherever possible due to the inclusion of a shower.

For more detailed information about the features and specifications of Changing Places, you can refer to the [Changing Places Information Kit](#). Please be advised this is only available in PDF format due to copyright.

What kind of door will a Changing Place have?

A Changing Place will have an automatic sliding door. There will be an internal and external door control panel with Braille and tactile text signage. To ensure privacy, both door control panels will have indicator lights to let people know if it is vacant or occupied. The internal panel will also have indicator lights and sounds to let the user know if the Changing Place is locked or unlocked. The user can lock the door from the inside. These mechanisms will ensure the door can't be opened by accident when someone is using it.

Provisions will be made to ensure people can get assistance in case of an emergency.

There will be clear instructions within the Changing Place on how to use the locking system. There will also be videos on the Commission's website demonstrating how to operate the equipment within a Changing Place, as well as a number of demonstration sessions for users.

Will there be a sanitary bin in which to dispose continence products?

Yes, there will be a sanitary bin large enough for the disposal of adult-sized sanitary and continence products.

Will there be a shower in the Changing Place?

Type 2 Changing Places will contain an accessible shower. The Commission has advised local governments that Type 2 Changing Places are the preferred design. Where there is insufficient space for a Type 2 design, the Changing Place will be a Type 1a or Type 1b, which does not include a shower.

Will a sling be provided at Changing Places?

No, users will need to provide their own slings with loops for attaching it to the hoist cross-bar.

Will there be a vending machine with emergency continence products?

No, vending machines for emergency continence products will not be provided. Users of Changing Places will be required to provide their own continence products and hoist sling.

Will there be cleaning products inside the Changing Places?

This will be decided by the local government responsible for each Changing Place.

How will Changing Places be promoted?

Changing Places will be promoted in the following ways:

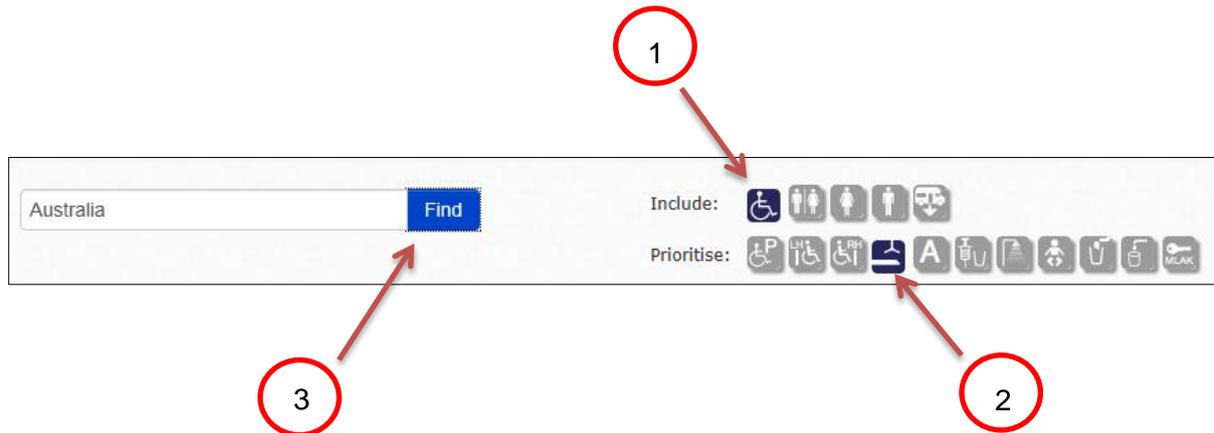
- Changing Places newsletter
- The [Commission's website](#)
- Changing Places Australia website and toilet map
- disAbility magazine
- Local government websites
- Australian National Public Toilet Map
- Disability service organisations websites
- Tourism WA website
- Accessible tourism operators websites
- Visitors centres
- Continence aids programs
- Ostomy Association website
- Changing Places Consortium website - UK
- Social media
- Way-finding signage

We also plan to have local media coverage at the opening of each new Changing Place.

How can I find where a Changing Place is?

Changing Places will be listed on the [Australian National Public Toilet Map](#). This map has a search function for adult change tables. Users can search for an adult change table and this will show you locations of Changing Places. There will also be details about the opening times of the Changing Place or adult changing facility.

When searching for a Changing Place or adult changing facility, users need to click on the wheelchair symbol and the hoist/change table symbol (see image below) and then click 'find'.



Changing Places will also be listed on the [Changing Places Australia Toilet Map](#).

Links to both of these maps will be placed on the Commission's website, disability service organisation's websites and local government websites.

You can also access the Australian National Public Toilet Map via an [iPhone app](#).

The Commission hopes to have all adult changing facilities registered on the toilet maps to provide alternative bathroom options.

Will there be repercussions if a user has left a Changing Place in a mess?

Although we do not wish to limit access to Changing Places, the electronic access card will enable us to determine who has used a Changing Place without leaving it clean and tidy. Those who have not respected the conditions of use for Changing Places will be contacted and reminded of their responsibility to leave the Changing Place in an orderly state.

Will there be a way to contact someone if a Changing Place is left in a mess?

We expect local governments will provide clear contact information.

Will there be a way to contact someone if equipment in the Changing Place is not working?

We expect local governments will provide clear contact information.

How can I access a Changing Place if I have lost my access card?

Local governments will hold Changing Places access cards in case someone has forgotten or lost their card. We also expect visitor centres, rangers, security personnel and other appropriate places or people to have an access card.

How can I replace my access card if it lost or damaged?

Changing Place users will be advised of how to replace their access card when they apply for one.

Who can I contact for more information about Changing Places in WA?

You can email the Commission at Access@dsc.wa.gov.au or phone on (08) 6104 9510.

How can I keep up-to-date on this project?

You can subscribe to the [Changing Places newsletter](#).