

Changing Places



What are Changing Places?

Changing Places are secure, clean facilities for people with disability who need space and assistance to use the bathroom when out and about in the community.

Changing Places will be locked using the Master Locksmith Access Key (MLAK) key system. Using this system will help keep the Changing Places network secure, safe and reserved for people who need them, while still allowing people with disability 24/7 access.

Who can access a key?

It's expected that people with disability who need assistance using a toilet or change facility or people using specialised medical appliances who may need additional time, space or privacy for this equipment will use Changing Places. Facilities will be used by:

- People with disability who require assistance with personal care tasks such as toileting, showering or changing continence products or clothing.
- Family, friends and carers of the person/s with disability who assist the person/s with personal care tasks.
- Paid support workers who have a client/clients that require assistance with personal care tasks.
- Disability services organisations whose staff accompany clients that require assistance with personal care tasks in the community.
- The unpaid carers, family or friends of people who require assistance with personal care tasks.
- Others approved on a case by case basis by the City.

How can I access a key?

Visit either a City Customer Service Centre or contact the Community Development Officer – Access and Inclusion to register for a key.

Customer Service Centres

- City of Joondalup Administration Building
90 Boas Avenue, Joondalup
- Whitford Customer Service Centre
15 Banks Avenue, Hillarys (same building as the Whitford Senior Citizen Centre and Whitford Library).

Community Development Officer – Access and Inclusion T: **9400 4226**

E: community.development@joondalup.wa.gov.au

To collect a key on the day of your registration you will be required to complete a short registration form asking for basic details such as name, postcode and if it is a personal application or an application for a person you support.

The supporting documentation you will need to provide will differ depending on if you are applying for yourself, someone you support or an organisation. The requirements for each category of applicant are listed below.

What are the three different application categories?

Category One: Changing Places access for personal use. Required documentation:

- Companion Card; or
- Letter from a Doctor, Disability Services Commission Area Coordinator, NDIS WA Central Eligibility Team, Occupational Therapist, Social Worker or Disability Services Organisation confirming your need for assistance in personal care tasks.

Category Two: Unpaid carer, friend or family member of someone who requires Changing Places access. Required documentation:

A letter from any of the professions listed below. The letter should confirm that the person you support requires assistance in personal care and should be on letterhead and provide contact details for more information if required:

- Doctor or Specialist
- Disability Services Commission Area Coordinator
- NDIS WA Central Eligibility Team
- Disability Services Organisation
- Occupational therapist
- Social worker.

Category Three: Paid support worker or a staff member of a disability services organisation that have clients who require Changing Places Access. Required documentation:

A letter from management of the organisation outlining the need for Access to Changing Places, the letter should be on letterhead and include:

- Name of the organisation the applicant is employed by
- Number of clients the organisation who require access to Changing Places
- Number of staff who will have access to the key to Changing Places
- Phone number of the primary contact at the organisation
- Email address of the primary contact at the organisation
- Postcode or suburb of the organisation.

Completed forms and supporting documents will be kept by the City for the purposes of collecting data on community use of the facility, all information will be kept confidential in line with the relevant City policies.

If you do not meet the above criteria or cannot provide the required supporting documentation, please contact the Community Development Officer – Access and Inclusion to discuss your circumstances.

Will I have to pay a fee for the key?

At present time, no fee is payable for categories one and two. A cost recovery fee will be applicable for category three, at present this is \$15.00 including GST but could change depending on the cost the City is charged for keys.

What happens if I lose my key?

If a key is lost, there is a cost recovery fee payable for a replacement, at present this is \$15.00 including GST but could change depending on the cost the City is charged for keys.

Please contact the Community Development Officer – Access and Inclusion to discuss the replacement process.

Are there other Changing Places around the state?

Yes, there are other accredited Changing Places facilities throughout Western Australia, the MLAK key you have will allow you access to all Changing Places in Western Australia. Please visit the website changingplaces.org.au to find information on other Changing Places facilities.