

Changing Places



What are Changing Places?

Changing Places is a secure, clean facility for people with disability who need space and assistance to use the bathroom when out and

about in the community.

Changing Places are locked using the Master Locksmith Access Key (MLAK) key system. Using this system helps 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?

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 can access Changing Places.

Facilities will be used by:

- 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?

Anyone with a WA Companion Card is eligible for a free MLAK key to access Changing Places. If you have a Companion Card and would like to apply for a Changing Places key please contact the National Disability Service.

Email: wacompanioncard@nds.org.au

Phone: **1800 617 337**

If you fit any of the above categories but do not have a WA Companion Card you may still be eligible for a key. To register for a key without a WA Companion Card please contact the **Community Development Officer - Access and Inclusion** on **9400 4226** or at community.development@joondalup.wa.gov.au

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 two different application categories?

Category One: Changing Places access for personal use (non Companion Card holder) or unpaid carer, friend or family member of someone who requires Changing Places access. Required documentation:

A letter from any of the following professions:

- Doctor or Specialist
- Disability Services Commission Area Coordinator
- NDIS WA Central Eligibility Team
- Disability Services Organisation
- Occupational Therapist
- Social Worker

The letter should confirm the person the applicant supports or the applicant requires assistance in personal care.

Category Two: Paid support worker or a staff member of a disability services organisation that has clients who require Changing Places access. Required documentation:

- A letter from management of the organisation outlining the need for access to Changing Places and confirming the employment of the applicant.

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 personal circumstances.

Will I have to pay a fee for the key?

At present time, no fee is payable for categories one or two. Category two applicants can access two free keys per branch, day centre or residential facility located in the City of Joondalup. Keys for branches, day centres or residential facilities located outside of the City of Joondalup or additional keys for category two will be subject to a cost recovery fee of \$15.00 including GST.

*Cost recovery amount subject to change depending on the cost the City is charged for keys.

What happens if I lose my key?

If a key is lost there will be a \$15 fee payable for a replacement. Please contact the Community Development Officer - Access and Inclusion to discuss the replacement process.

*Cost recovery amount subject to change depending on the cost the City is charged for keys.

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.