

# Changing Places Network Plan

October 2024





### **Acknowledgment of Country**

City of Moreton Bay acknowledges the Jinibara, Kabi Kabi, and Turrbal peoples and pays respects to Elders, past, present and emerging.

Council recognises that the Moreton Bay region has always been a place of cultural, spiritual, social, and economic significance to its Traditional Custodians.

Council is committed to reconciliation and working in partnership with Traditional Custodians and Aboriginal and Torres Strait Islander communities to shape a shared future for the benefit of all communities within the City of Moreton Bay and beyond.



# Contents

## Part A. Background

1. Introduction.....	5
2. About Changing Places .....	9
3. Strategic context.....	19
4. Council's roles .....	22
5. Disability in City of Moreton Bay.....	23

## Part B. Supply and benchmarking

6. City of Moreton Bay's current Changing Places network .....	29
7. How does the City of Moreton Bay compare?.....	33

## Part C. Engagement outcomes

8. What our community told us .....	41
9. What stakeholders told us.....	47

## Part D. Planning for the future Changing Places network

10. Planning for the future Changing Places network .....	49
11. Recommended rate of provision target for City of Moreton Bay .....	52
12. Opportunities assessment by destination type.....	54
13. Opportunities analysis across all destinations .....	86

## Part E. Implementing the future network

14. Recommendations and tools to support implementation.....	90
15. References.....	94



Cred Consulting were appointed by Council as the lead consultant for the development of this Changing Places Network Plan. This material is made available by Cred Consulting on the understanding that users exercise their own skill and care with respect to its use. Any representation, statement, opinion or advice expressed or implied in this publication is made in good faith. Cred Consulting is not liable to any person or entity taking or not taking action in respect of any representation, statement, opinion or advice referred to in this document.

**Inside cover image: Moreton Bay Boccia Club member Eamonn Rowling and support worker Belinda Duke.**  
Image courtesy of Joep Buijs Photography,

# Part A. Background



*"Disabilities should not prevent us from attending destinations and being trapped in our homes. We are still people and should be treated as people."*

- City of Moreton Bay resident, online survey respondent



# 1. Introduction

**This Changing Places Network Plan is an Australian first. It provides the evidence and strategic direction to inform future planning and delivery of Changing Places facilities across the City of Moreton Bay to make it a more equitable and inclusive place to live, work, recreate and visit.**

## 1.1 Background and purpose

City of Moreton Bay's (Council's) vision is for all residents and visitors to have full and equal access to the infrastructure, services and opportunities of the City of Moreton Bay Local Government Area (LGA).

During community consultation for Council's Disability Access and Inclusion Plan, people with high support needs and their families, friends and support workers advocated for greater access to Changing Places facilities, a larger type of accessible toilet which provides dignified, hygienic and safe access to public amenities for people with high support needs (severe or profound disability). They communicated that having increased access to these facilities would enable them to play a more active and engaged role in their local community. In response, Council committed to investigate the delivery of Changing Places public amenities in key locations throughout the City of Moreton Bay.

This Changing Places Network Plan (this plan) provides the critical evidence required to inform the strategic and long-term planning and delivery of Changing Places facilities, to meet current and future demand across the City of Moreton Bay.

Developed through consultation with community members, service providers and industry experts, this plan also aims to raise the voices of the users of Changing Places facilities in the City of Moreton Bay, including people with high support needs and their families, friends, and support workers.

At the time of writing this Plan (July 2024), Council provided three Changing Places facilities at Redcliffe Library, South Pine Indoor Sports Centre and Albany Creek Aquatic and Leisure Centre, with additional facilities in the pipeline (see Part B for discussion of existing and planned Changing Places facilities).

This is Australia's first dedicated local government Changing Places Network Plan. It is Council's hope that this Plan will lead to more Changing Places facilities, not just in the City of Moreton Bay, but throughout Queensland and Australia. We note that Australia lags significantly behind provision rates in the United Kingdom, with the opportunity to learn from this successful model (see Chapter 7).



## 1.2 About the City of Moreton Bay

Located between Brisbane and the Sunshine Coast, the City of Moreton Bay is Australia's third largest local government, servicing an estimated 510,000 residents (id, 2023) across 100 suburbs (Data Hub, 2023). This includes a diverse set of urban, coastal, semi-rural and hinterland communities linked by multiple urban centres including Caboolture, Morayfield, North Lakes, Redcliffe, Strathpine and other smaller centres (Figure 1).

Figure 1 - City of Moreton Bay Context Map





### 1.3 Planning catchment approach

This Plan uses a catchment-based approach to analysing and planning for Changing Places facilities within the City of Moreton Bay.

A catchment approach is a useful planning tool that aims to reflect, where possible, patterns of community preference in accessing services and facilities and demographic distribution. Using a catchment approach can deepen our understanding of how Changing Places facilities are distributed and accessed across the City of Moreton Bay. It is an important tool to encourage a networked approach to the planning and delivery of Changing Places facilities.

The ten planning catchments used in this Plan are shown in Figure 2.

Figure 2 - City of Moreton Bay planning catchment map





*"If there were more Changing Places facilities in Moreton Bay I would visit as many different places as possible throughout the region with my family members and clients with high support needs."*

- City of Moreton Bay resident, online survey respondent





## 2. About Changing Places

### 2.1 What are Changing Places?

Standard accessible toilets do not meet the needs of all people with disability. People with severe or profound disability, including people with spinal injuries, spina bifida, motor neurone disease, multiple sclerosis or an acquired brain injury, often need extra facilities to allow them to use the toilet safely, comfortably and with dignity.

Changing Places facilities are different to standard accessible toilets in that they have extra features and more space to meet these needs. They are provided separate from and in addition to unisex accessible toilets to provide safe and dignified access to sanitary facilities for people with high support needs.

**Changing Places are provided separate from and in addition to unisex accessible toilets.**

They are fitted out with a range of specialised equipment, including a height-adjustable adult change table, ceiling hoist and peninsular toilet (see Figure 3).

Originally launched in the UK in 2006, the first Changing Places facility in Australia was opened in 2014 in Maroondah City, Victoria. There are now 290 Changing Places throughout Australia. (Source: *Changing Places Australia*, 2024)

The [Changing Places Design Specifications 2020](#) (fourth revision) provides the technical design specifications for Changing Places.

Image 3 - City Standard amenities within a Changing Place facility (Source: Changing Places, 2023)



## 2.2 Why are Changing Places needed?

Changing Places facilities allow people with high support needs - and their friends, families and support workers - to participate in all elements of community life just like anyone else, without having to limit their time out due to concerns about being able to access a suitable toilet.

Without access to Changing Places facilities, people with high support needs will often resort to restricting their intake of food and fluids in order to reduce the frequency they need to go to the toilet, thereby increasing their risk of dehydration and urinary tract infections (*Changing Places, 2023*).

It is also common for people to remain in soiled clothes or nappies for extended periods of time, or to be changed on the floor of a public bathroom. For carers and support workers, many of whom are female and/or of a mature age, lifting adolescents or adults out of a wheelchair, onto a bathroom floor and then back into their chair, risks significant injury. For this reason, disability service organisations now enforce policies which prohibit lifting a client from their chair (*Changing Places, 2023*).

Confronted with these challenges, many people with high support needs may easily become discouraged from going out into their local community in areas where they will not have access to Changing Places or similarly equipped facilities. This creates a major social barrier, preventing not just the person with high support needs from being involved in their community, but also their support workers, friends and family units. Both carers and individuals can experience high levels of stress surrounding the planning of social outings as

bathroom requirements need to be considered.

Additionally, since the introduction of the National Disability Insurance Scheme (NDIS), people with disabilities have been provided with greater access to required supports and essential resources to help facilitate increased social interactions. However, without the appropriate and essential facilities, the current discrimination between types of disabilities is more apparent, as individuals with high support needs find themselves unable to completely engage in their communities, even with increased support and resources.

### Supporting people with disability to lead a full, active and social life



The Australian Institute of Health and Welfare's People with disability in Australia 2022 report provides the following self-reported insights from consultation:

- 1 in 6 people (17%) with disability aged 15–64 experience social isolation, compared with 8.7% without disability.
- 3 in 10 people (28%) with disability aged 15–64 say they often feel lonely, compared with 16% without disability.
- 3 in 10 people (30%) with mobility or communication challenges had difficulty accessing buildings or facilities.
- 72% of people with disability do not do enough physical activity for their age (15+ years), compared to 52% of people without disability.



## 2.3 What are the benefits of Changing Places

Increasing access to Changing Places facilities enables people with high support needs to enjoy day-to-day activities that many people take for granted, such as going to work, school or university, playing in the park, or attending cultural, sporting, or social and family events. There are also wider social and economic benefits for communities and places.

 <b>Benefits for users</b>	 <b>Benefits for the community</b>
<p>Changing Places facilities make a very real difference to people with high support needs, their families and support workers by:</p> <ul style="list-style-type: none"><li>• Enabling more freedom and dignity</li><li>• Enabling more choice about where people with disabilities can go in the community</li><li>• Enabling people to stay away from their home for longer</li><li>• Making it safer and more hygienic to access public toilet facilities.</li></ul>	<p>At the same time, increasing the provision of Changing Places facilities can have significant benefits for local communities, including:</p> <ul style="list-style-type: none"><li>• Economic benefits through increased patronage of businesses, services, facilities and events</li><li>• Place activation through increased use of spaces and infrastructure</li><li>• Increasing community understanding and awareness, and</li><li>• Ensuring that people with high support needs can fully participate in community life will help to position City of Moreton Bay as an inclusive and accessible city for all.</li></ul>

*"When I don't have access to Changing Places facilities, I don't visit a destination. I am not able to use the Burpengary or Caboolture swimming pools because the disabled bathroom facilities are not appropriate and unsafe for me."*

- City of Moreton Bay resident, online survey respondent





## 2.4 Where are Changing Places typically located?

Changing Places facilities can be delivered as part of new and existing buildings, or within standalone toilet blocks, for example within a park.

There are currently 290 Changing Places facilities in Australia (Changing Places Australia, July 2024). As shown in Figure 4, the most common destination types where Changing Places facilities have been delivered in Australia include:

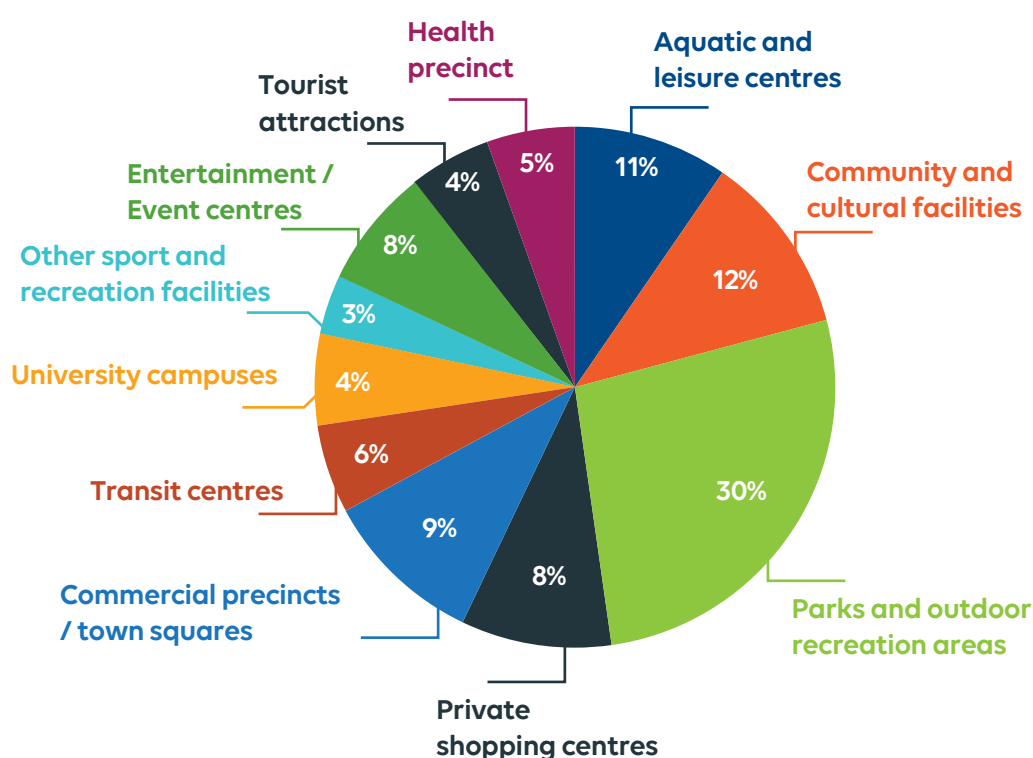
- Parks and outdoor recreation areas (30%)
- Community and cultural facilities (12%)
- Aquatic and leisure centres (11%)
- Commercial precincts and town squares (9%)

The images overpage provide examples of Changing Places facilities at different types of destinations across Australia.

Changing Places Australia is advocating for Changing Places facilities to be installed in all main public buildings at a minimum, including: shopping centres; premium train stations; aquatic facilities; major sporting and recreational complexes; major cultural facilities; civic centres; airports and hospitals.

Surveys of people with lived experience undertaken in Victoria (2016, 2019) and the United Kingdom (2021) suggest there is an expressed demand for more Changing Places facilities in open spaces, tourist attractions, transport networks and shopping centres (discussed further at Part C).

Figure 4 - Distribution of Changing Places facilities in Australia by destination category  
(Source: Changing Places Australia July 2024)







## 2.5 Portable Changing Places

In addition to permanent Changing Places provided as part of a building or public space, portable Changing Places can be moved to various locations as needed. The Marveloo and the Placeable Pods are examples of portable Changing Places facilities available for hire, including for events and festivals.

These designs incorporate many of the features of a Changing Places facility, including a tracking ceiling hoist, height adjustable adult sized change table, additional circulation space, and an accessible toilet.

Portable Changing Places can be a good option to enable people with disabilities, their carers and families to visit places or attend

events they might not otherwise attend because of inadequate toilet facilities.

For example, Moorabool Shire in Victoria has a Marveloo that is stationed at Andy Arnold Centre in Bacchus Marsh, but can also be hired out for festivals and events. Council pays for the cost of transport to, and installation at, community events.



**Marveloo**

(Source: Changing Places Australia)



**Placeable Public Changing Place facility**

(Source: Changing Places Australia)

## 2.6 What are the legislative requirements?

In 2019, the Australian Building Codes Board updated the National Construction Code (NCC) to include a new type of toilet called 'Accessible Adult Change Facilities' (AACF) (BCA Volume One, Clause F4D12).

This new type of toilet is based on the Changing Places design specifications 2017 and must be included in certain classes of public buildings.

This includes:

- Shopping centres with an occupancy of not less than 3,500 people
- Sports stadiums with a capacity of 35,000 spectators

- Swimming pools with a perimeter greater than 70m
- Museums, art galleries or the like with an occupancy not less than 1,500 patrons
- Theatres or the like with an occupancy not less than 1,500 patrons, and
- Airport terminals.

It is important to note that AACFs as legislated in the NCC do not meet the current Changing Places design specifications 2020 (fourth revision).

Figure 5 provides a summary of the differences between AACF as legislated in the NCC and Changing Places.

Figure 5 - Key differences between Adult Accessible Change Facilities and Changing Places

	Adult Accessible Change Facilities	Changing Places
<b>Legislative requirements</b>	National Construction Code (Volume One, Clause F4D12) requires that an AACF is included within certain classes of buildings.	There is no legislative requirement to provide Changing Places. However, toilets built according to the Changing Places design standards will generally meet the Deemed-to-Satisfy Provisions of the National Construction Code.
<b>Design specifications</b>	AACFs must comply with specifications that have been developed based on the Changing Places design specifications 2017.	Changing Places must comply with Changing Places design specifications 2020 (fourth revision). Design specifications are regularly updated based on user feedback.
<b>Certification process</b>	Certified by a building certifier.	Certified by a Changing Places assessor.
<b>Promotion</b>	AACFs can only be added to the National Public Toilet Map.	Changing Places can be added to the National Changing Places register and the National Public toilet map.
	AACF signage must comply with Specification 27 of the 2022 National Construction Code.	Changing Places signage incorporates the Changing Places logo.

## 2.7 The arguments for going beyond compliance

Council recognises the need and opportunity to plan above and beyond compliance with the NCC requirements to ensure all residents have full and equal access to the infrastructure, services and opportunities of the City of Moreton Bay.

Moving forward, all new adult change facilities delivered within Council buildings and facilities will be accredited as Changing Places.

Council is planning for the delivery of Changing Places facilities (beyond the NCC requirement for AACF) for the following reasons.

### **Argument 1. The NCC only covers certain classes of building, and does not trigger some buildings that we know are important to our community**

The NCC has made a wonderful start, but only covers certain classes of buildings. This means that pure compliance does not adequately meet the needs of diverse communities.

For example, public buildings and spaces that do not trigger the NCC requirement for an AACF include:

- Universities
- Schools
- Hospitals and health services
- Public transport locations, including major train stations and public transport hubs
- Major tourist destinations/visitor attractions
- Parks and gardens, including national parks
- Accessible playgrounds, and
- National public buildings and offices.

There are also many types of Council owned and operated facilities and services which do not fall within the NCC requirements, such as community centres, libraries and indoor recreation centres. However, we know that these facilities play an important role in the community life of Moreton Bay.

### **Argument 2. The NCC only covers new and upgraded buildings, but does not trigger provision in existing buildings**

There are many existing buildings in the City of Moreton Bay, including private and Council-owned facilities, that were developed prior to the introduction of the NCC provisions. These have not been required to provide an AACF, although the community may significantly benefit from and value being able to access these buildings.





### **Argument 3. Changing Places facilities provide a better and more consistent user experience**

Consultation with end-users indicates that Changing Places provide a better and more consistent user experience compared to an AACF.

This is in part because Changing Places must comply with design standards that are regularly updated based on user feedback, and also because Changing Places must also be accredited by a Changing Places Assessor. It is recommended that Changing Places Assessors be engaged early in the design phase to inform the schematic design and construction documentation, thereby allowing for issues and concerns to be addressed prior to construction.

### **Argument 4. Changing Places have strong brand recognition which supports awareness and utilisation**

Changing Places have strong brand recognition and accredited facilities can be added to the official National Changing Places Map, in addition to the National Public Toilet Map. This makes it easier for users to locate and use these facilities and helps to build awareness.

Council recognises that because adult change facilities are a relatively new facility type, their design is still evolving. While Council will design new facilities based on Changing Places Australia Design Specifications, we acknowledge that feedback from end users and technological advancements may bring opportunities to improve their design.



# 3. Strategic context

## 3.1 Strategic framework

Both internationally and in Australia, there is increasing focus on planning for inclusive and accessible communities where people of all abilities can equally participate in social, cultural, economic and community life. The following strategies, plans, projects and initiatives inform the development of this Plan.

<div>International</div> <div>National</div> <div>Queensland</div> <div>City of Moreton Bay</div>	United Nations Convention on the Rights of Persons with Disabilities		United Nations Sustainable Development Goals	
	Australia's Disability Strategy 2021-2031	Disability Discrimination Act 1992	National Construction Code 2019	
	Queensland's Disability Plan 2022-2027	Towards Tourism 2032 / Year of Accessible Tourism 2023	Queensland Development Code Non-mandatory Part 1.10 – AACF	Brisbane 2032 Olympic and Paralympic Games
	Corporate Plan 2022-2027	Community Wellbeing Strategy	Regional Growth Management Strategy	Regional Economic Development Strategy
		Open Space and Recreation Strategy	Cultural and Community Places Strategy	Tourism Opportunity Plan



### 3.2 Project drivers

There are a number of significant catalysts driving the need and opportunity for long-term strategic planning for the provision of Changing Places facilities in the City of Moreton Bay .

**The City of Moreton Bay is poised for transformational growth and change**, with major forecast population growth (see Figure 6) and development projects underway across the LGA. This presents a unique opportunity to plan for access and inclusion from the outset.

By planning strategically now, Council can proactively address the needs of its current and future residents, promote inclusivity and address barriers to participation in community life. It is important to note that projected growth will not be uniform across the region, and some areas will experience higher rates and scales of growth (see Figure 7).

Figure 6 - Projected population growth 2021- 2041  
(Source: Queensland Government Population Projections, 2023)

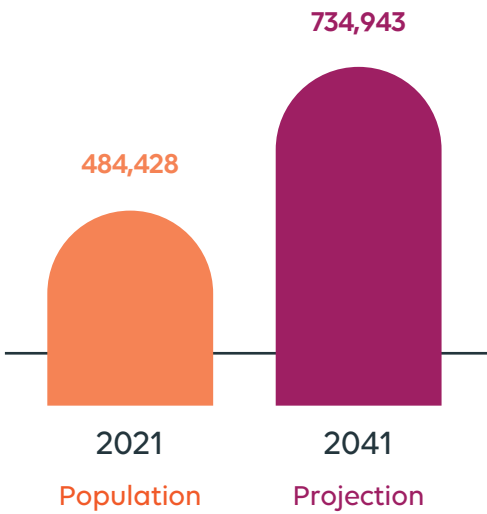
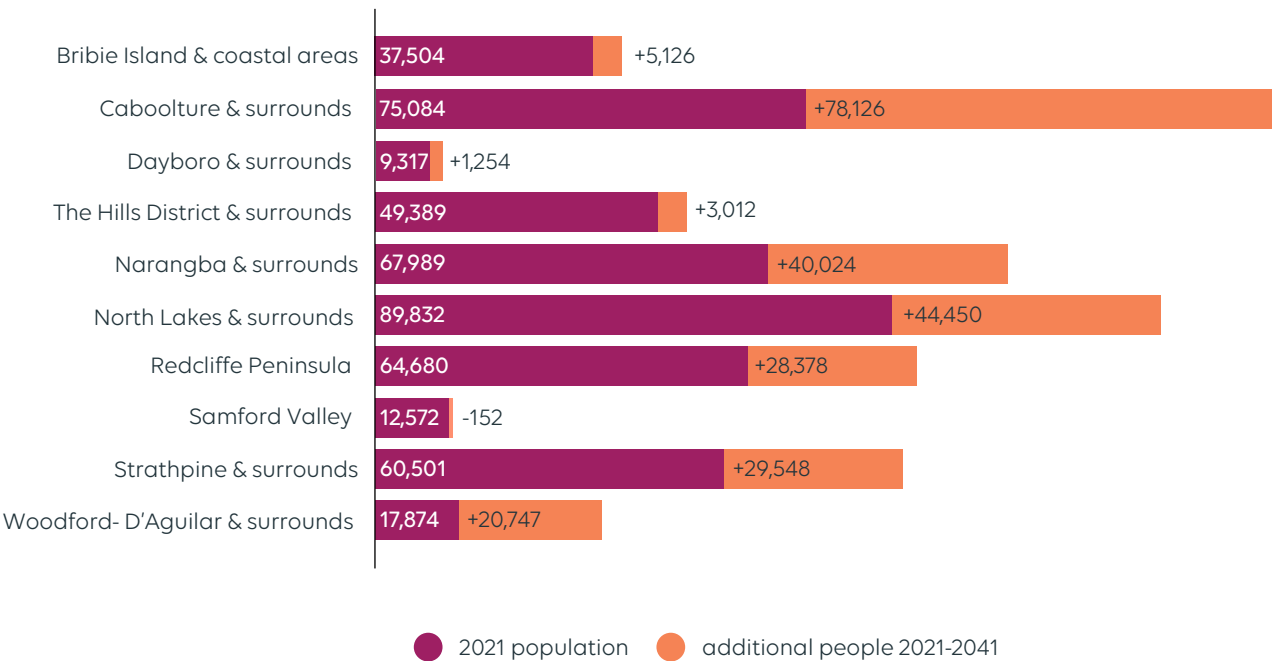


Figure 7 - Current and forecast population in planning catchments of the City of Moreton Bay, 2021-2041 (Source: ABS Census 2021, and Queensland Government Population Projections, 2023)



**The Queensland Government declared 2023 as 'The Year of Accessible Tourism'.** The State Government's ambitious tourism industry strategy, Towards Tourism 2032, includes a \$12 million investment, with funds for small to medium tourism businesses to build infrastructure, as well as investment to raise awareness of accessibility needs and services.

This highlights increasing strategic focus at the state level on planning for access and inclusion, of which Council can leverage.

**Council's Tourism Opportunity Plan** highlights how accessible tourism can support local jobs. In the June quarter of 2023 alone, the value of the domestic accessible tourism market was estimated to be \$6.8 billion (Tourism Research Australia, 2024), accessible tourism makes sound economic sense for Council to invest in infrastructure which makes the LGA more accessible and inclusive.

**Council's Community Wellbeing Strategy** sets the vision for "Communities that are respectful, inclusive and engaged, that value diversity and sustain connections to people and places." It includes a strategic priority to provide accessible facilities and public spaces that enhance participation in community life, and articulates the need for Changing Places facilities to support people with disability.

**In 2032, Brisbane and South East Queensland (SEQ) will play host to the Olympic and Paralympic Games.** This brings significant Federal and State government investment and regional collaboration opportunities. As athletes, officials, and visitors from around the world converge in the City of Moreton Bay, it will be essential to provide accessible facilities, including toilets that meet international standards. This presents the opportunity to deliver a lasting legacy that benefits both residents and visitors long after the games have ended.

**Council's Disability Access and Inclusion Policy** outlines Council's vision for everyone to enjoy full and equal access to the infrastructure, services and opportunities within the City of Moreton Bay. In response to strong community demand for Changing Places in key council facilities, Council's Disability Access and Inclusion Plan 2018-2022 included a commitment to investigate the delivery of Changing Places, or an equivalent type of facility.

**By 2033, our Moreton Bay will have vibrant communities that proudly come together to participate in and celebrate different cultures and life experiences, with access to the services and facilities they need** is the vision set out in Council's Corporate Plan. The increased provision of Changing Places facilities will assist in the attainment of this vision by facilitating a range of experiences and opportunities for people with disability and their families, friends and support workers.



## 4. Council's roles

Council can play a number of important roles in ensuring adequate provision of Changing Places facilities in the City of Moreton Bay. These include:

- Planning, delivering, funding, managing and maintaining Changing Places within existing and new Council-owned assets
- Working with other stakeholders in partnership to deliver and manage Changing Places
- Facilitating Changing Places by bringing interested parties together
- Advocating the need for and benefits of Changing Places to influence decision-makers, such as State and Federal government, private developers etc.

- Regulating delivery through local laws and legislation (e.g. planning schemes)
- Educating and sharing learnings to support broader understanding and action on Changing Places.

Importantly, Council can also play a role in advocating to other private and public sector asset owners, such as universities, hospitals and private shopping centres, to provide Changing Places facilities within their buildings.

Council can also pursue public-private partnerships in the delivery and management of Changing Places, such as working with a shopping centre or a university that would not trigger the NCC requirements.

**Council directly owns and manages or can influence access to many different types of facilities, places and spaces in the City of Moreton Bay where Changing Places facilities could be located.**

The types of destinations that have been assessed within this Plan (see Part D) include:

- Aquatic and leisure centres
- Community and cultural facilities
- Entertainment, event and sporting precincts
- Parks and playgrounds
- Commercial and town centres, and
- Tourist destinations.

# 5. Disability in City of Moreton Bay

## 5.1 City of Moreton Bay has a higher rate of residents with disability compared to SEQ

The ABS Census collects data on people who need assistance in their day-to-day life with core activities including self-care, body movements and/or communication because of a disability, long-term health condition, or old age (referred to in this plan as people with disability). While not all people with disability depend on access to Changing Places facilities, understanding this demographic data provides insight into the needs of communities throughout the City of Moreton Bay.

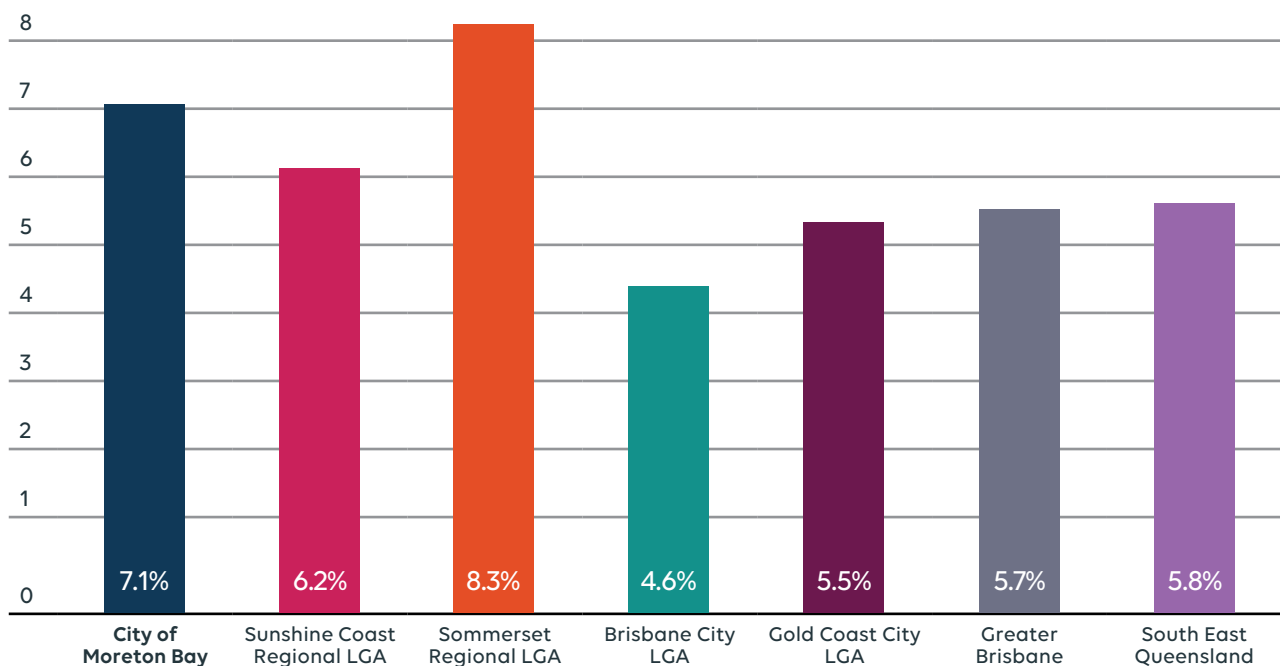
At the time of the 2021 Census, the City of Moreton Bay was home to 33,740 people with a need for assistance due to disability. This represents 7.1% of the total population, a higher proportion compared to most neighbouring LGAs, Greater Brisbane (5.7%) and South East Queensland (5.8%).

# 7.1%

**of City of Moreton Bay residents (33,740 people) have a need for assistance with day-to-day activities due to disability, a long-term health condition or old age (ABS Census 2021).**

**This is higher compared to the average for most neighbouring LGAs, Greater Brisbane and South East Queensland.**

Figure 8 - Percentage of residents with need for assistance with core activities in the City of Moreton Bay compared to neighbouring LGAs, Greater Brisbane and South East Queensland (Source: ABS Census 2021)





## 5.2 Some areas have higher proportions of residents with disability

As shown in Figure 9 and Table 1, the planning catchments with the highest proportion at the 2021 Census were:

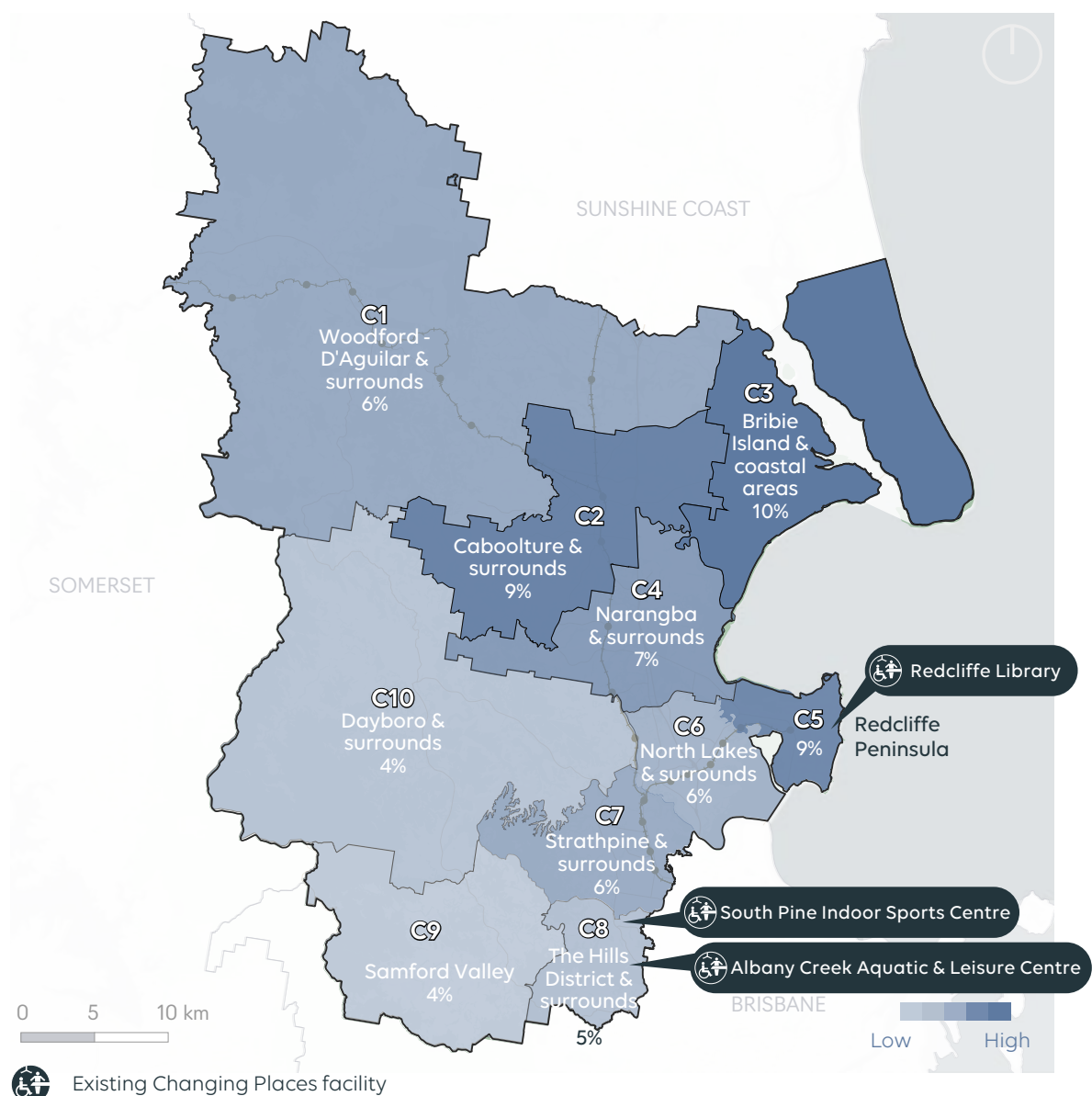
- Bribie Island & coastal areas (10.3%, 3,824 people)
- Caboolture & surrounds (9.2%, 6,784), and
- Redcliffe Peninsula (8.8%, 5,595).

The planning catchments with the highest number of people with disability were:

- Caboolture & surrounds (6,784 people, 9.2%)
- Redcliffe Peninsula (5,589, 8.8%)
- Narangba & surrounds (4,967, 7.4%), and
- North Lakes & surrounds (4,840, 5.5%).

Figure 9 illustrates the location of existing Changing Places and the proportion of residents with disability throughout City of Moreton Bay.

Figure 9 - Proportion of residents with disability across City of Moreton Bay planning catchments (Source: ABS Census 2021)



## 5.3 The number of residents with disability has grown since 2016

Between 2016 and 2021, the number of people with need for assistance living in the City of Moreton Bay increased by more than +7,036 people (or 29%).

As shown in Table 1, the planning catchments with the largest increases were:

- Caboolture & surrounds (+2,440 people, +56%)
- North Lakes & surrounds (+1,536 people, +55%), and
- Redcliffe Peninsula (1,176 people, +27%).

Between 2016 and 2021, the number of people with a need for assistance due to disability in the City of Moreton Bay increased by 7,036 people, or

**+29%**

Table 1 - Percentage of residents with disability across City of Moreton Bay planning catchments, 2016-2021  
(Source: ABS Census 2021 and 2016)

Planning catchment	Total population 2021 (Estimated resident population)	People with disability (2021)		People with disability (2016)		Change 2016-2021	
		#	%	#	%	#	%
Bribie Island & coastal areas	37,081	3,824	10.3%	2,929	8.9%	+895	+31%
Caboolture & surrounds	73,731	6,784	9.2%	4,344	6.8%	+2,440	+56%
Dayboro & surrounds	9,213	384	4.2%	288	3.4%	+96	+33%
The Hills District & surrounds	48,545	2,182	4.5%	1,635	3.5%	+547	+33%
Narangba & surrounds	66,746	4,967	7.4%	3,210	5.8%	+1,751	+55%
North Lakes & surrounds	88,064	4,840	5.5%	3,304	4.6%	+1,536	+46%
Redcliffe Peninsula	63,465	5,589	8.8%	4,413	7.4%	+1,176	+27%
Samford Valley & surrounds	12,385	455	3.7%	286	2.4%	+169	+59%
Strathpine & surrounds	59,491	3,621	6.1%	2,497	4.5%	+1,124	+45%
Woodford- D'Aguilar & surrounds	14,618	1,104	6.3%	821	5.2%	+283	+34%
City of Moreton Bay	496,777	30,965	7.1%	23,929	5.6%	+7,036	+29%





*"Having access to Changing Places facilities would make life much easier and give back dignity and some freedom to my cousin."*

- City of Moreton Bay resident, online survey respondent



## 5.4 The number of people with disability will increase in the future

Assuming the current rate of residents with a need for assistance (7.1%) remains constant for the foreseeable future, the number of people with disability in the City of Moreton Bay will increase, in line with projected population growth, to approximately 44,000 people by 2031 and nearly 52,000 by 2041.

Supporting this growing population of people with disability to be more active and engaged in their local communities will depend on their ability to access Changing Places facilities at key destinations.

Assuming the current rate remains constant, by 2041, there will be 52,000 people with a need for assistance due to disability living in the City of Moreton Bay.

2021	30,965
2031	44,000
2041	52,000



## Part B. Supply and benchmarking





# 6. City of Moreton Bay's current Changing Places network

## 6.1 Supply

There are currently three (3) Council-owned Changing Places facilities located within the City of Moreton Bay (see Table 2 and Figure 10).

A further six (6) facilities are currently planned for delivery across the LGA.

Table 2 provides a summary of the current and planned supply by locational type and catchment area. It shows that once delivered, there will be facilities provided in a range of different types of locations and Council assets.

## 6.2 Current rate of provision

Based on current provision (three facilities), City of Moreton Bay provides Changing Places facilities at a rate of:

**1: 158,780**

facility per population

Please note, this provision rate is based on total number of residents rather than number of people with disability. This is because using the general population enables comparisons with the United Kingdom, where disability rates are captured differently to Australia.

Table 2 - Existing and planned Changing Places facilities in the City of Moreton bay (Data provided July 2024)

Catchment	Destination name	Destination type	Status
C2 Caboolture and surrounds	Caboolture Pool and Fitness Centre	Aquatic facility	Planned
	Centenary Lakes Park	Parks and playgrounds	Planned
C3 Bribie Island and Coastal Planning Area	Woorim Beach	Tourist destinations	Planned
C4 Narangba and Surrounds	Caboolture Regional Environmental Education Centre	Community and cultural facilities Parks and playgrounds	Planned
C5 Redcliffe Peninsula	Redcliffe Library	Community and cultural facilities	Existing
	Suttons Beach	Tourist destinations	Planned
C7 Strathpine and surrounds	Pine Rivers Park	Parks and playgrounds	Planned
C8 The Hills District	Albany Creek Aquatic and Leisure Centre	Aquatic facility	Existing
	South Pine Indoor Sports Centre	Sporting, Entertainment and Event Centres	Existing

## 6.3 Distribution across planning catchments

As shown in Table 2 and Figure 10, the three existing Changing Places are located in Catchments 8 and 5, while additional facilities are planned for Catchments 2 (three facilities) as well as catchments 3, 7 and an additional facility in Catchment 5.

Figure 10 - Location of existing and planned Changing Places Facilities in City of Moreton Bay, July 2024



## 6.4 Feedback on existing Changing Places

There is no usage data available for the existing Changing Places facilities in the City of Moreton Bay.

However an interview with Albany Creek Leisure Centre staff found that its current users include Mitchelton State School Special Education students, physiotherapists and occupational therapists with their clients.

Findings from stakeholder interviews and an online survey suggest that existing Changing Places facilities may be underutilised due to

lack of awareness about them, highlighting an opportunity to increase promotion of these facilities via Council's channels and services.

## 6.5 Private Changing Places

At the time of writing this Plan, there were no privately-owned Changing Places facilities within the City of Moreton Bay (as per Changing Places Australia website). However, QLD Health has advised they have provided Accessible Adult Change Facilities within several of their hospitals in City of Moreton Bay, which they intend to accredit as Changing Places facilities.



### **Albany Creek Leisure Centre & Health Hub**

Offers a 50m swimming pool, leisure pool, waterslide and rapid river. A Changing Places facility was delivered in 2021/22.



### **South Pine Indoor Sports Centre**

Offers five indoor courts capable of hosting wheelchair sports. A Changing Places facility was delivered in 2020/21.



*"I believe anywhere that has public toilet facilities or that is an accessible venue needs to have Changing Places facilities as why would disabled people continue to miss out on access to venues that able-bodied people have access to everywhere."*

- City of Moreton Bay resident, online survey respondent



# 7. How does the City of Moreton Bay compare?

This section provides a summary of findings from comparative population-based benchmarking of the provision of Changing Places facilities conducted by the City of Moreton Bay in July 2024. Data in this chapter was sourced from the Changing Places Australia website. Therefore, 'Accessible Adult Change Facilities' provided within individual LGAs (e.g. City of Brisbane) are not captured in this data. Please note, there is currently no industry standard population-based benchmark for the provision of Changing Places or Adult Accessible Change Facilities.

## 7.1 Benchmarking - SEQ Local government areas

In July 2024, there were 32 Changing Places facilities located across 12 LGAs in Queensland. The majority of this supply was located within South-East Queensland (SEQ).

Table 3 outlines the rate of provision (population per facility) within SEQ-based Councils with multiple Changing Places facilities. It shows that the City of Gold Coast has the highest rate of provision with one facility for every 69,454 residents. City of Moreton Bay has a slightly higher rate of provision compared to its neighbouring LGAs (Brisbane and Sunshine Coast). Several Accessible Adult Change Facilities have been provided throughout Brisbane City but are not included within this data.

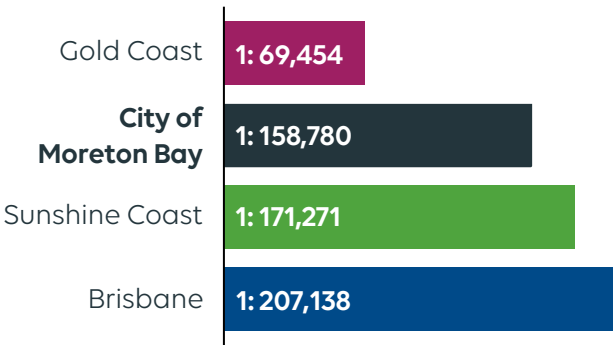


Table 3 - Changing Places provision rates - Select SEQ LGAs (Sources: Changing Places Australia, July 2024, Australian Bureau of Statistics 2021 Census)

LGA	Population (2021 Census)	# facilities (at July 2024)	Provision rate per person
Gold Coast	625,087	9	1 : 69,454
City of Moreton Bay	476,340	3	1 : 158,780
Sunshine Coast	342,541	2	1 : 171,271
Brisbane	1,242,825	6	1 : 207,138

## 7.2 Benchmarking - Australian states and territories

Changing Places are provided within every Australian state and territory. Table 4 outlines the rate of provision (population per facility) within each Australian state and territory as of July 2024.

In Australia:

- Victoria (1:48,898) and Western Australia (1:53,201) have the highest provision rates.
- The two states or territories with the lowest provision rates are the Northern Territory (1:232,605) and New South Wales (1: 187,725)
- Queensland is ranked 5th out of 8 states and territories with one facility per 161,129 residents.

# Changing Places provision rates - Australian states and territories

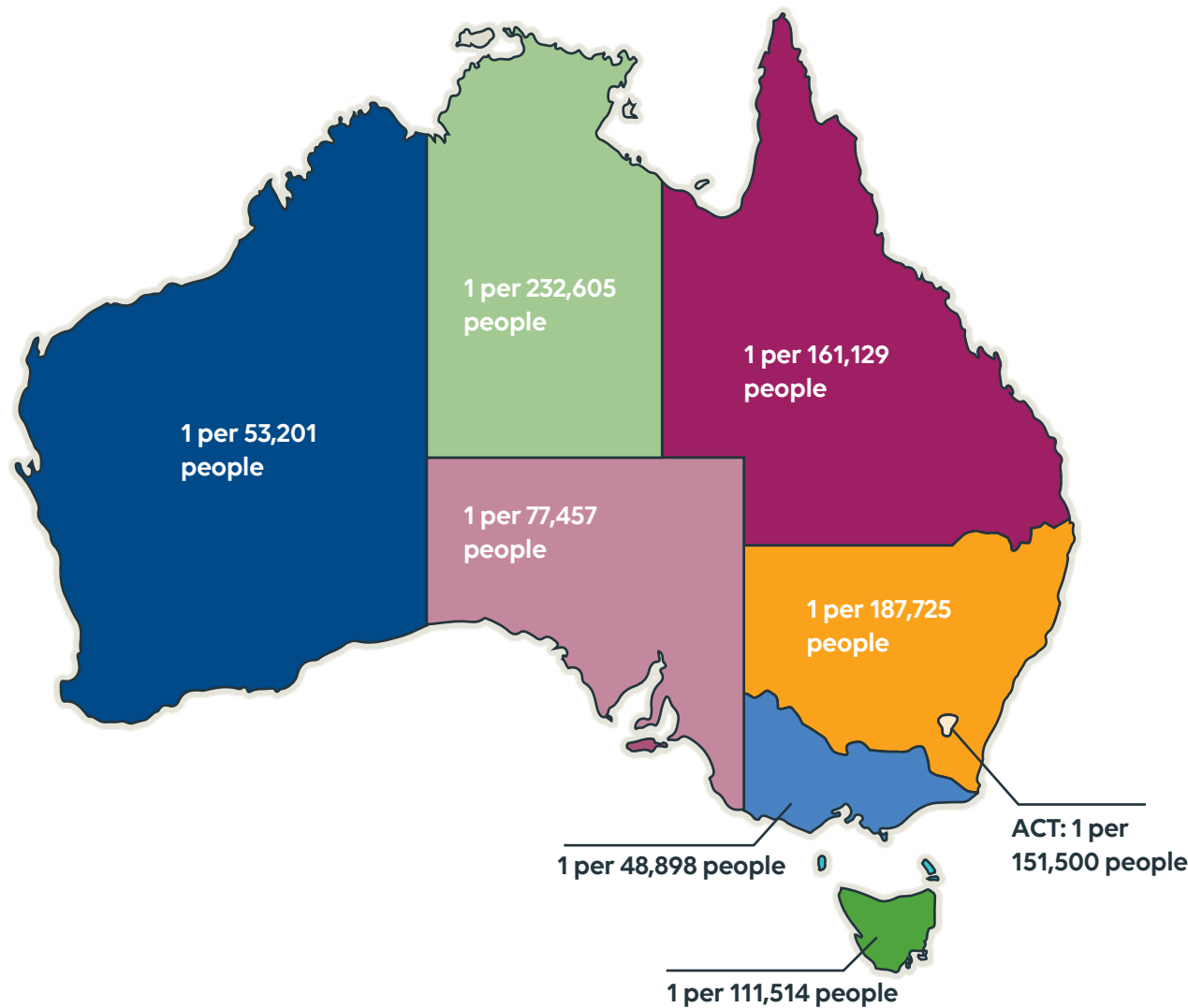


Table 4 - Changing Places provision rates - Australian states and territories (Source: Changing Places Australia, July 2024 and Australian Bureau of Statistics 2021 Census)

	Population (2021 Census)	# facilities (at July 2024)	Provision rate per person
Australia	25,422,788	290	1: 87,665
Queensland	5,156,138	32	1: 161,129
ACT	454,499	3	1: 151,500
New South Wales	8,072,163	43	1: 187,725
South Australia	1,781,516	23	1: 77,457
Tasmania	557,571	5	1: 111,514
Western Australia	2,660,026	50	1: 53,201
Victoria	6,503,491	133	1: 48,898
NT	232,605	1	1: 232,605





## Case study: What can we learn from Victoria and Western Australia?

Within Australia, Western Australia (WA) and Victoria are the states with the highest provision rates of Changing Places facilities per person.

Consultation with Changing Places Australia and desktop research indicates this is in large part due to significant state government investment, funding and support provided to local governments to deliver these facilities.

This suggests there is opportunity for the City of Moreton Bay and other LGAs or bodies, such as the Local Government Association of Queensland and South East Queensland Council of Mayors, to advocate to the Queensland Government to increase awareness and provide increased support and funding for Changing Places facilities, to increase state-wide provision rates.

### Learnings from Victoria

The first Changing Places facility in Australia was located in Victoria in 2014. There are now more than 130 (133 as of July 2024) Changing Places facilities throughout the state.

Since 2015, the Victorian State Government has invested around \$10.4 million in new Changing Places initiatives. In 2022-23, the Changing Places program invested \$5.4 million to build 30 new facilities in key locations throughout Victoria. The funding round is open for local governments and not-for-profit community organisations.

The Victorian Government (Department of Families, Fairness and Housing) contracts Think HQ to manage the Changing Places initiative, including advocacy and promotion to increase the number of Changing Places in Victoria.

### Learnings from Western Australia

The Western Australian Local Government Authority (WALGA) delivered the WA Changing Places program in partnership with the Department of Communities Disability Services and National Disability Services WA that provided funding to local governments to support the construction of a network of Changing Places across WA.

The program provided \$2.175 million to 18 metropolitan and regional councils. While the WA Changing Places program has come to a close, WALGA encourages councils to continue planning and constructing Changing Places facilities in their local government areas.

To support local governments and private providers to better understand the requirements and accreditation process in providing Changing Places throughout WA, the State Government has developed a Changing Places Toolkit.

This toolkit was developed by CODE Access Consultants in consultation with WALGA and local governments throughout WA.

### 7.3 Benchmarking - International

The United Kingdom (UK) is considered the global leader in the provision of Changing Places, with a current provision rate of 1:27,591 since its inception in 2006.

A major change to England's building rules in 2021 was at the time estimated that it would facilitate the addition of more than 150 new Changing Places facilities per year. This change was supported by a £30 million fund to install Changing Places in existing buildings (source: gov.uk).

However, as demonstrated in Table 5, between 2021 and 2024, the total number of active Changing Places facilities registered in the United Kingdom increased by 748 (or 44%) to 2,450 facilities. This equates to approximately 249 new facilities per year.

Table 5 - Changing Places Provision Rates in Australia and the United Kingdom (2021 - 2024)

Country	2021		2024		New Facilities (2021 - 24)	Average New facilities / year	Growth Rate (2021 -24)
	Facilities	Provision	Facilities	Provision			
Australia	217	1:117,156	290	1:87,665	73	24	34%
United Kingdom	1,702	1:39,720	2,450	1:27,593	748	249	44%

(Source: Changing Places UK, Changing Places Australia, Gov.uk, Office For National Statistics, Australian Bureau of Statistics)





## Case study: What can we learn from the United Kingdom?

We conducted an interview with Changing Places UK to identify the key learnings and reflections of how they have achieved their high provision rate of Changing Places facilities.

### Collaboration is key

The Changing Places initiative began 15 to 20 years ago. It started as a public campaign spearheaded by one family with a son with high support needs. Changing Places UK is now a consortium, co-chaired by PAMIS in Scotland and Muscular Dystrophy in England. Both organisations provide services for people with high support needs. There is also a dedicated organisation that looks after accessible design standards (Centre for Accessible Environments). The consortium supports, promotes and develops everything to do with Changing Places toilets.

This demonstrates the importance of collaboration between different sectors and agencies.

### Central government funding and changes to planning policy

Significant central government funding and the introduction of legislative requirements within planning policies have been key to the high provision rates in the UK.

England has seen legislative changes to embed Changing Places toilets within certain types of buildings, as well as dedicated government funding for local authorities.

Scotland has recently announced 10 million pounds in funding, and the Changing Places consortium is currently doing work to understand needs and gaps, alongside advocacy to include Changing Places facilities within legislative building standards.

### Catalyst infrastructure

Changing Places UK indicated there has been a significant shift in where Changing Places facilities are being located. Traditionally, these facilities were located in sporting and recreation centres, however more and more, they are being located near visitor attractions and key destinations, such as parks and beaches. Changing Places UK indicated that providing Changing Places facilities at these locations has the potential to unlock enjoyable daytrips and holidays for people with severe disability and their families, friends and support workers, providing a catalyst for accessible tourism, infrastructure, services and programs.

### Importance of community consultation

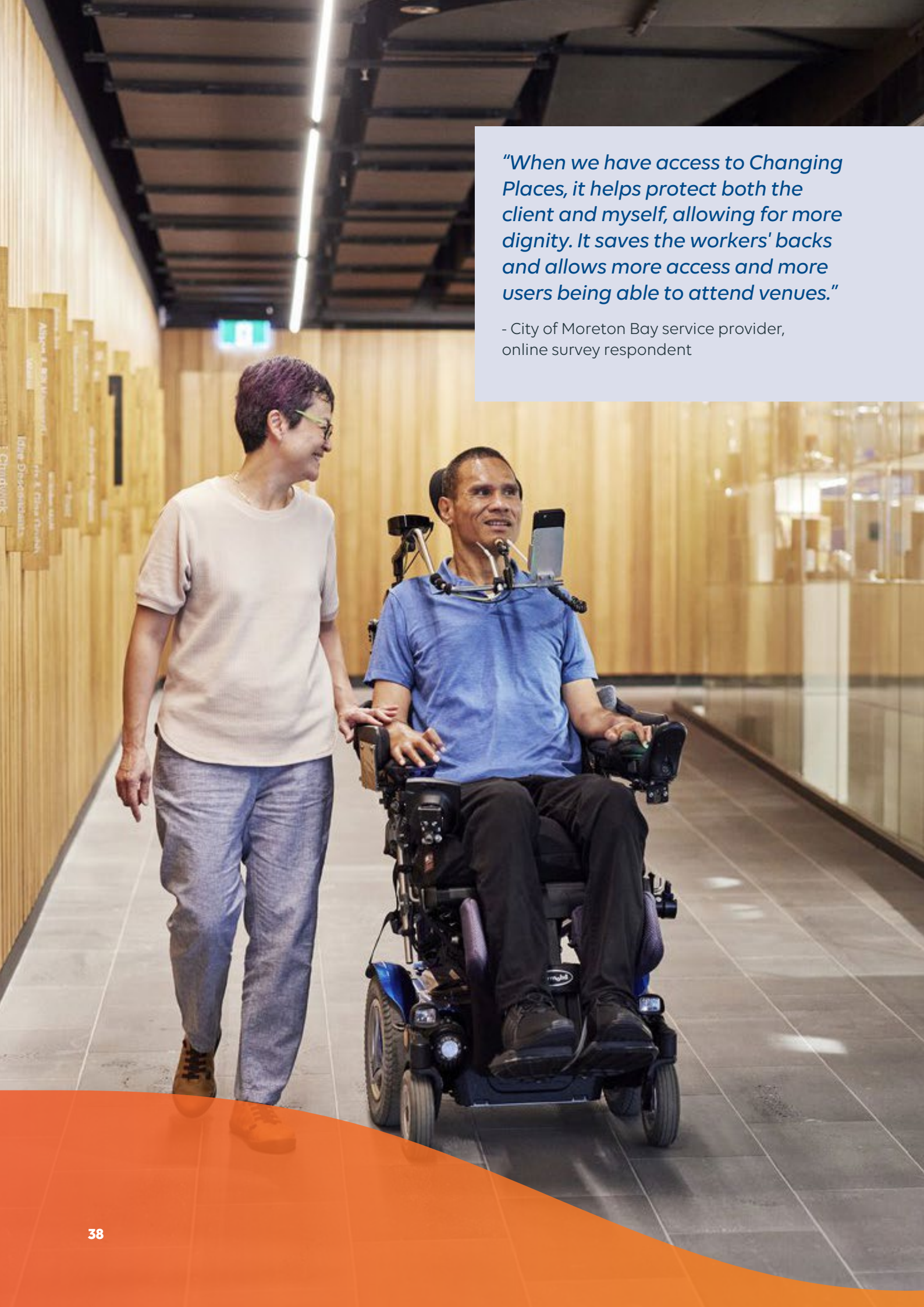
Changing Places UK was involved in scoping the roll out of the UK Government fund. This included commissioning a UK-wide survey with over 1,000 people with disability, alongside a focus group, to better understand priority locations for Changing Places facilities. This was an important evidence-base for identifying gaps and needs across the UK.

For example, Changing Places UK found that very few hospitals provide Changing Places facilities. Another priority location that emerged from research was mid-journey stop offs along key highways and other transport nodes.



*"When we have access to Changing Places, it helps protect both the client and myself, allowing for more dignity. It saves the workers' backs and allows more access and more users being able to attend venues."*

- City of Moreton Bay service provider,  
online survey respondent



## 7.4 Key findings from supply and benchmarking analysis

There is currently limited strategic guidance available to inform the planning and provision of Changing Places facilities in the City of Moreton Bay, Queensland, and Australia.

This section demonstrates that:

The United Kingdom is the global leader in Changing Places, with a national provision rate per person of:

**1:27,593**

Australia lags far behind, providing one facility per 87,665 residents.

*Source: Office of National Statistics & Changing Places.*

Compared to other select councils, the City of Moreton Bay provides fewer Changing Places facilities per resident, with a provision rate of:

**1:158,780**

Queensland's rate of provision is in the middle of current national standards:

**1:161,129**

Victoria (1:48,898) and Western Australia (1:53,201) are currently national leaders in the provision of Changing Places facilities.

The states and countries with higher rates of provision have established funding programs (state and/or federal) which support local government and the private sector to deliver Changing Places facilities.



## Part C. Engagement outcomes



# 8. What our community told us

## 8.1 Approach to community engagement

Community and stakeholder engagement was undertaken between 23 February and 29 May in 2023. In total, approximately 46 people participated across all engagement activities.

The engagement program included online and hard copy opportunities for community and stakeholders to provide input. Engagement activities included an online survey, Easy English survey, online interactive map, and stakeholder phone interviews.

The aim of engagement was to:

- Gather information from people with lived experience and carers about the types of places they would like to see a Changing Places facility provided and why.
- Gather information from organisations representing people with high support needs or that provide services to people with high support needs about:
  - Priority locations for provision of Changing Places facilities, and
  - Key success factors in the successful delivery and optimal utilisation of Changing Places facilities.

Detailed findings from community and stakeholder engagement are available as a separate report.



## 8.2 What community members said about the value of Changing Places for the City of Moreton Bay

As part of the development of this plan, we asked community members about how they value and use Changing Places, and their future priorities for Changing Places facilities. This included questions about how they are impacted when they do have access to Changing Places, and what happens when they don't.

### **When there isn't access to adult change facilities...**

Survey responses suggest that individuals face significant challenges when they do not have access to adult change facilities. Some respondents said they resort to changing their loved ones in the car, or on the bathroom floor. Others avoid going out or visiting certain places all together, limit their outings to less than an hour, or refrain from drinking or eating while out to avoid needing to use facilities.

*"When I don't have access to adult change facilities, I don't visit a destination. I am not able to use the Burpengary or Caboolture pools because the disabled bathroom facilities are not appropriate and unsafe for me."*

*"When there aren't appropriate facilities, it takes more support staff to help our clients. We sometimes have to resort to using the floor. We generally leave or use a different venue."*

*"Disabilities should not prevent us from attending destinations and being trapped in our homes. We are still people and should be treated as people."*

### **When there is access to adult change facilities...**

Survey participants indicated that when they have access to adult change facilities, this has a positive impact on their quality of life and ability to participate in society. Adult change facilities enable them to enjoy life with their family and friends, and visit a variety of places throughout the City of Moreton Bay. Support workers and carers indicated that adult change facilities are important for the safety and dignity of clients and workers, because people no longer need to use the floor or other unsafe conditions.

*"Having access to adult change facilities would make life much easier and give back dignity and some freedom to my cousin."*

*"If there were more adult change facilities, I would visit as many different places as possible throughout Moreton Bay with my family members and clients with high support needs."*

## 8.3 Support and need for Changing Places facilities

Survey respondents were asked to indicate their level of agreement with a number of statements about adult change facilities.

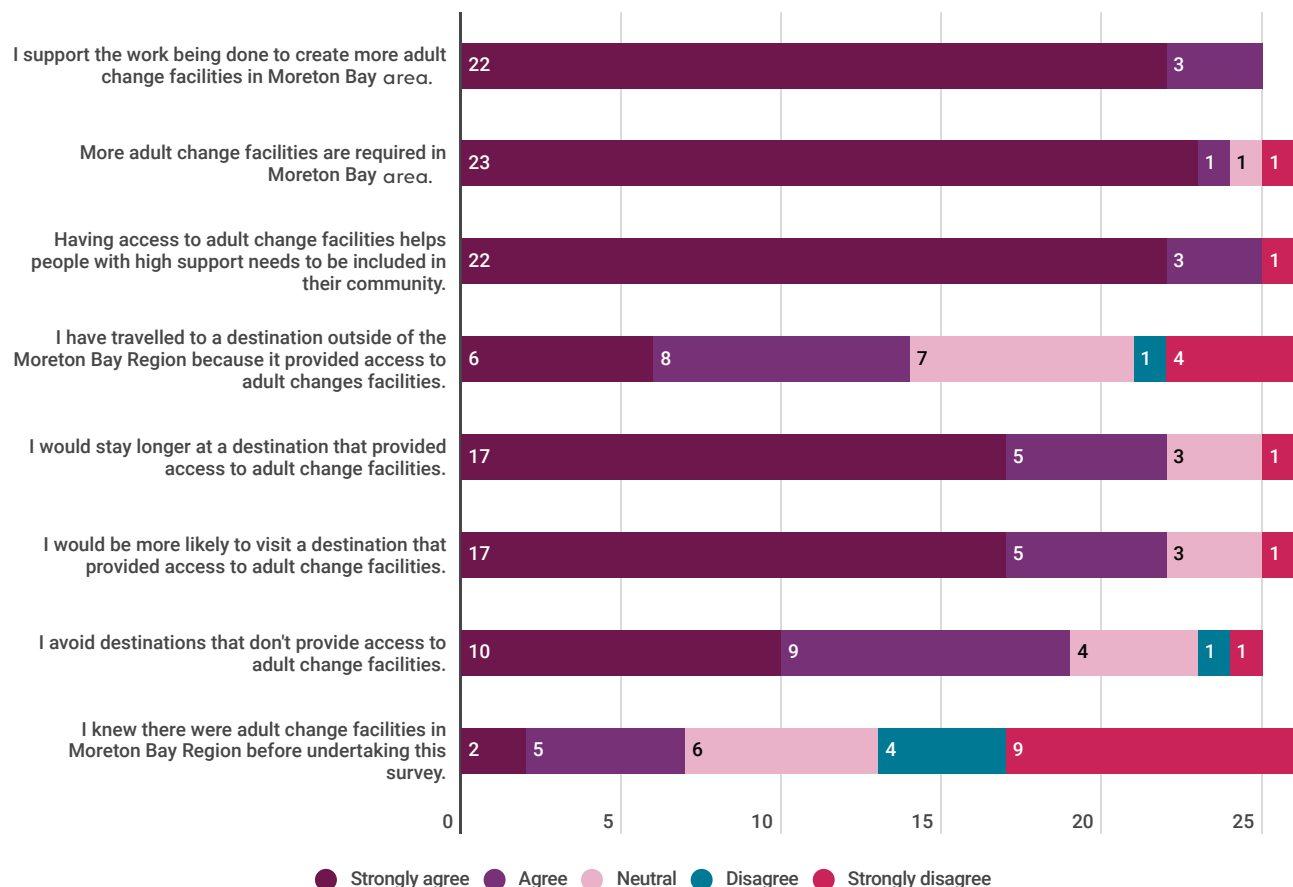
Responses suggest that more adult change facilities are required in the City of Moreton Bay and that there is strong support for this Plan. More than 96% of respondents agree or strongly agree that having access to adult change facilities will help people with high support needs to be included in their community.

More than 73% of respondents also indicate that they currently avoid destinations that do not provide adult change facilities, and 85% would be more likely to visit destinations with adult change facilities.

# 85%

of survey respondents indicated they would be more likely to visit destinations with adult change facilities.

Figure 11 - To what extent do you agree with the following statements?





## 8.4 Priority location types for Changing Places facilities

Survey participants prioritised different types of locations in the City of Moreton Bay for Changing Places facilities. Overall, participants were most likely to want facilities in entertainment and event spaces (such as Redcliffe Markets) and tourist destinations (such as Woorim Beach and Samford Village). Other top locations included shopping precincts, aquatic and leisure centres, parks and playgrounds.

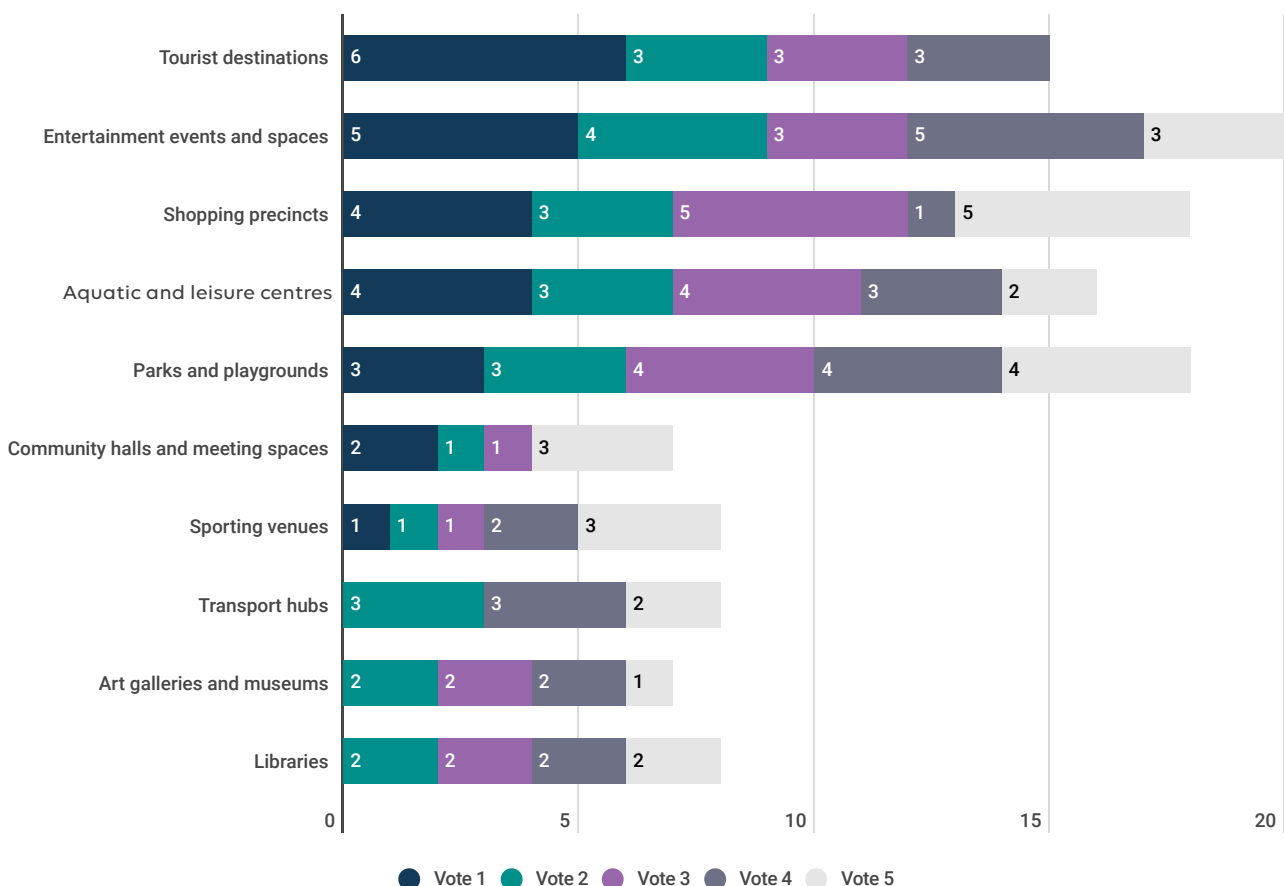
This aligns with comments made by Changing Places UK, who indicated that

locating facilities in destinational locations such as along the foreshore can enable individuals and families to 'stay longer' and enjoy an exciting day out together.

Participants were least likely to prioritise transport hubs, libraries and community halls.

Through open ended comments, participants also noted the importance of providing Changing Places facilities in dining precincts (such as Woody Point), and in national parks to enable people to visit these destinations.

Figure 12 - Rank your top 5 destination types (in order of priority) where you think adult change facilities should be prioritised in the City of Moreton Bay. Please note, Vote 1 indicates highest priority, and Vote 5 indicates lowest priority.



## 8.5 Specific location suggestions for Changing Places facilities

Survey participants and stakeholders identified the following locations in the City of Moreton Bay as potential destinations for the future delivery of Changing Places facilities:

- Beachmere
- Bribie Island (at Bongaree or Sandstone Point)
- Caboolture Hub
- Caboolture Regional Environmental Education Centre
- Caboolture Sports Club
- Deception Bay
- Leslie Patrick Park
- Morayfield Sport & Events Centre. Boccia Club members indicated they bring stretcher beds to change people on in the first aid room due to lack of facilities.
- North Lakes Community Centre and Library
- Pine Rivers Park
- Redcliffe foreshore, in a central location close to the markets
- Samford Riding for the Disabled
- Sandgate (Although not within City of Moreton Bay, it was nevertheless identified by a survey participant)
- Suttons Beach
- Settlement Cove Lagoon
- Woody Point, and
- Woorim Beach (Beach Access 6).

*“To be able to use pools and beaches, I need an adult change facility to allow me to change out of wet swim wear safely with the assistance of my carer. Without the adult change facility I don’t attend pools, which means I can’t do hydrotherapy which is actually important for paraplegics.”*

*“Morayfield Sports Centre is where the Boccia Club mainly operates out of and they do their best to make it work but a lot of people would stay longer if they could go to the bathroom.”*

*“If somewhere like the Caboolture Sport Club had one, we could stay there longer and have a few drinks.”*

*“Woody point all the way to Scarborough so many support workers and families take their loved ones walking down there.”*

*“Any public spaces that hold community events, i.e. markets etc.”*

## 8.6 Findings from Victoria and UK research

There is limited information available regarding the demand and preferred location for Changing Places facilities in Queensland.

However, a number of comprehensive community surveys have been undertaken with a focus on priority locations for the delivery of new Changing Places facilities, including:

- Victorian State Government survey (2016) - 1,340 responses (Figure 13), and
- Research Institute for Disabled Consumers survey (2021) - 1,436 responses (Figure 14).

As shown in Figure 13 and Figure 14, these surveys demonstrate relatively consistent findings, with common requested location types being:

- open spaces
- tourist attractions
- transport networks
- shopping centres, and
- sporting facilities.

Unsurprisingly, an online survey with City of Moreton Bay residents (27 responses) found relatively similar locations prioritised (Figure 15).

Figure 13 - VICTORIA - Top 5 most requested locations for new Changing Places facilities (Victorian State Government 2016 survey)

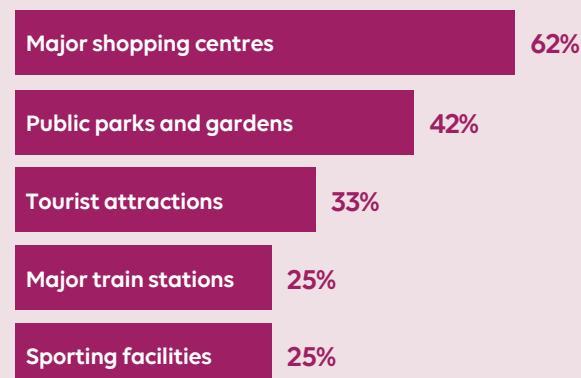


Figure 15 - City of Moreton Bay - Top 5 most requested locations for new Changing Places facilities (Online survey 2023)

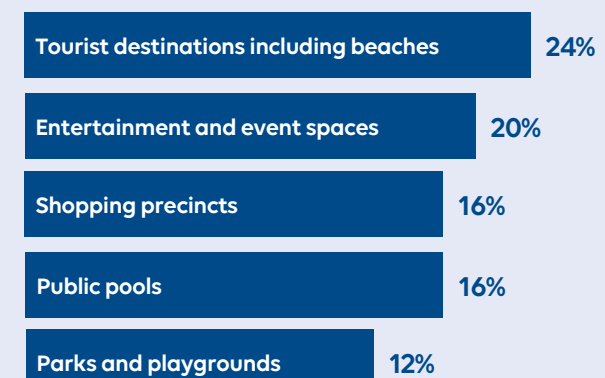


Figure 14 - UNITED KINGDOM - Top 3 most requested locations for new Changing Places facilities (RiDC UK 2021 survey)





# 9. What stakeholders told us

## Key success factors

The following key success factors in the planning, design and management of Changing Places were identified through consultation with industry stakeholders, including Changing Places UK and Changing Places Australia, and local service providers.

### Planning and prioritisation

- Plan for a network that provides access to a diversity of experiences. Consider how new facilities can support access to essential services (e.g. hospitals, schools and shops) as well as access to destinations that can enable an enjoyable day out (e.g. beaches, markets, dining precincts etc).
- Consider opportunities to locate facilities in existing or planned accessible places (e.g. near accessible playgrounds, accessible beach amenities).
- Consult with people with high support needs early in the planning process to understand where people would like to see new Changing Places facilities delivered.
- Consider portable changing places to enable access to events and activities in public spaces.
- Consider opportunities for new Changing Places facilities to act as a catalyst for accessible tourism to locations in the City of Moreton Bay, and to support economic development.
- In new facilities where a Changing Places facility is not yet required or feasible, consider providing a designated space which could be repurposed as a Changing Places facility should the demand be identified and funding become available in the future.

### Design

- Align with the Changing Places design specifications (including recommendations around MLAK and easy read signage).
- Design Changing Places that are welcoming and inviting, using colour to provide a calm user experience. Design should also consider places for people to sit and wait outside in comfort. Examples include the Changing Places facility at Henley Beach (p.83) in South Australia, with a shaded pergola next to the facility, or the warm tones used for the Yawa Aquatic Centre facility (p.59).

### Management

- Spread the word about Changing Places facilities – promotion is key.
- Explore public-private partnership opportunities, such as with universities, surf life saving clubs, or shopping centres.
- Build the capacity of planners, architects, service providers and Council teams involved in the delivery of Changing Places.

### Funding

- Conversations with Changing Places Australia and Changing Places UK indicate that dedicated federal and state government funding has been key to relatively high provision rates of Changing Places facilities in both the United Kingdom, and within Australia, in Victoria and Western Australia.



# Part D. Planning for the future Changing Places network





# 10. Planning for the future Changing Places network

So far, this Plan has demonstrated that there is a need to increase the provision of Changing Places facilities in the City of Moreton Bay to ensure that our community is inclusive, accessible and liveable for all residents, including people with high support needs, their families and support workers.

We have asserted that there is a need to go beyond the minimum legislative requirements of the National Construction Code to unlock a diverse range of facilities and destinations where Changing Places may not be required, but would support people with high support needs to equally participate in and enjoy community life here in the City of Moreton Bay.

Part D of this Plan provides guidance around the factors to be considered in planning for an equitable and diverse future Changing Places network, including how to prioritise locations for future provision to ensure facilities can be sustainably delivered, managed and maintained.

## Part D includes:

- Recommended rate of provision of Changing Places facilities for the City of Moreton Bay to target (Chapter 11)
- Opportunities assessment by destination type (Chapter 13), and
- Opportunities analysis across all destinations (Chapter 14).





## 10.1 Principles for the future Changing Places network

The graphic below presents key principles to underpin the future planning, design and management of the City of Moreton Bay Changing Places network.



### Responsive to local needs

We consult with people with high support needs, carers, support workers and advocates early and often to inform the location and design of Changing Places facilities.



### Creation of accessible destinations

We deliver Changing Places in existing or planned locations that include accessible buildings and infrastructure (e.g. all abilities playgrounds). We avoid locating them in places that are not accessible and inclusive.



### Diversity and equity of opportunity

Changing Places Toilets are provided in a range of different types of destinations and locations across the City of Moreton Bay, to provide a range of experiences and equitable opportunities to participate in community life.



### Positive user experience

Changing Places facilities are located, designed, managed and maintained to ensure the safety and comfort of its users.



### Fostering partnerships

We work with the private and public sector to increase the supply of Changing Places facilities across the City of Moreton Bay.



### Well promoted

We promote our Changing Places network through a range of networks and platforms to maximise opportunities for people with high support needs and their families, carers and support workers.



## Case study: Prioritising Changing Places in Bendigo

This plan represents the first dedicated local government strategic framework for delivering Changing Places, however a number of other Councils have embedded consideration of Changing Places within their overarching public toilet strategies.

City of Greater Bendigo Council adopted the Greater Bendigo Public Toilet Strategy (the Strategy) in 2018. It provides an overarching framework and strategic direction for the design, construction, maintenance, renewal and future upgrade of public toilets across Greater Bendigo.

In 2017, there were no Changing Places facilities in Greater Bendigo. A recommendation for Council under the 'accessibility' theme in the Public Toilet Strategy is to 'investigate key locations for changing places facilities throughout Bendigo.' Since endorsement of this Strategy, there are now three Changing Places in Greater Bendigo, located at:

- Bendigo Train Station
- Hargreaves Street Multi Story Car Park, and
- Gurri Wanyana Wellbeing Centre.

Council considered the following factors when prioritising Changing Places locations:

### Opportunity to leverage locations with existing accessible amenities

The Strategy stipulates that accessibility to Changing Places facilities, particularly proximity to accessible parking, should be a key consideration when determining suitable locations. Council therefore considers locations where accessible features already exist in the LGA. For example, a Changing Places facility is being considered at Strathdale Park, where there is an existing all abilities playground.

### Seasonal demand

Council is in the process of purchasing a portable Marveloo Changing Places facility which will be available for rent at large events. This has come under the Strategy recommendation that Council 'investigate the need for a Marveloo Changing Places Facility at key Council run events throughout the year.'

Council hosts seasonal and annual events throughout the year that attract large crowds. Provision of a portable facility will support people with high support needs and their family, friends and support workers to participate in these events.

### Opportunity to leverage planned works and upgrades to Council assets

Council can leverage planned works, as identified in the Implementation Plan, a document supporting the Strategy and that sets out a 10-year list of upgrades and refurbishment of existing facilities. Examples where Council are leveraging scheduled upgrades to build Changing Places include:

- New public toilets required to serve the Elmore township and to meet the National Construction Code requiring accessible adult change facilities. Council took advantage of this upgrade and will install a Changing Places facility alongside two accessible toilets.
- Council is considering a new Changing Places facility as part of the toilet upgrade at the Heathcote Visitors Information Centre.

# 11. Recommended rate of provision target for City of Moreton Bay

## 11.1 About rate of provision targets

Population-based rate of provision targets are used to give an indication of the number of Changing Places facilities that would ideally be provided per person if the opportunity exists, feasibility is demonstrated, and funding is available. Other important considerations which should be taken into account include: the local context, site opportunities and limitations, as well as the provision of existing Changing Places facility close by.

A provision target is just one measure of success for the delivery of Changing Places, and needs to be considered alongside other factors such as providing a diversity of experiences and equity of opportunity.

For example, if we increase the number of Changing Places facilities, but don't ensure they are equitably distributed across our large geographic area, there will still be barriers to access for our communities.

It is noted that provision rate targets will evolve and change over time, and should be regularly reviewed.

## 11.2 Recommended rate of provision target

As discussed in Chapter 7 of this Plan, the current rate of provision of Changing Places facilities in the City of Moreton Bay is one (1) facility per 158,780 people. If the planned additional six (6) facilities were delivered by 2031, its provision rate would be approximately one (1) facility per 68,726 people (source: Queensland Government Population Projections, 2023).

**This plan recommends a rate of provision target for the City of Moreton Bay of between one (1) Changing Places facility per 20,000 to 30,000 residents by 2041.**

It is important to note that this targeted provision rate encompasses private and State government provided facilities, as well as Council. The objective is not for Council to deliver all new facilities. Council can play an important role in advocating for other providers to deliver Changing Places facilities, and can leverage co-funding opportunities.



### 11.3 Applying the recommended provision rate target

As shown in Table 6, reaching the recommended provision rate target of 1 Changing Places facility per 20,000-30,000 residents by 2041 would require a total of between 24 and 37 facilities to be provided within the City of Moreton Bay .

Based on the current provision of three facilities at 2024, this would indicate a gap of between 21 and 34 Changing Places facilities by 2041.

Meeting the recommended provision rate target of 1 Changing Places facility per 20,000-30,000 residents by 2041 would require a total number of:

24 to 37

Changing Places facilities in the City of Moreton Bay.

Table 6 - Applying the recommended rate of provision for Changing Places facilities in the City of Moreton Bay based on forecast population (Source: ABS Census 2021, and Queensland Government Population Projections, 2023)

YEAR	Population (Estimated resident population)	Total no. Changing Places facilities required to meet LOW target (1:30,000)	Total no. Changing Places facilities required to meet HIGH target (1:20,000)	Gap based on current provision (LOW target)	Gap based on current provision (HIGH target)
2021	484,428	16	24	13	21
2026	551,701	18	28	15	25
2031	618,535	21	31	18	28
2036	676,171	23	34	20	31
2041	734,943	24	37	21	34

\*Three Changing Places facilities are provided in the City of Moreton Bay at the time of writing this Plan (July 2024).

# 12. Opportunities assessment by destination type

## 12.1 Purpose of this opportunities assessment

A destination-based analysis has been undertaken to identify opportunities for future delivery of Changing Places facilities within existing facilities and locations across the City of Moreton Bay.

Based on this assessment, an indicative prioritised list of facilities and locations to inform the future delivery of Changing Places facilities across all destination types is provided in Chapter 14.

We note this opportunities assessment is indicative only for further exploration, and it may not be possible or feasible to provide Changing Places facilities at all of these locations.

## 12.2 Which destination types have been assessed?

Council directly owns and manages or can influence access to many different types of facilities, places, spaces, and events across the region. The types of destinations that have been assessed within this plan include:

- Aquatic and leisure centres
- Community and cultural facilities
- Entertainment, event and sporting precincts
- Parks and playgrounds
- Commercial and town centres
- Tourist destinations.

Table 7 provides examples of regional, district and local facilities for each destination type.

Table 7 - Destination types and examples of regional, district and local facilities

Destination type	Regional examples	District examples	Local examples
Aquatic and leisure centres	Burpengary Regional Aquatic and Leisure Centre	Bribie Island Aquatic Leisure Centre	Woodford Swimming Pool
Community and cultural facilities	The Caboolture Hub	Strathpine Library	Bribie Island Community Art Centre
Entertainment, event and sporting precincts	South Pine Indoor Sports Centre	Deception Bay PCYC	Griffin Sports Complex
Parks and playgrounds	Pine Rivers Park	Leslie Patrick Park	Suttons Beach Park
Commercial and town centres	Morayfield	Burpengary	Bongaree
Tourist destinations	Moreton Bay Marine Park (i.e. whale watching tours)	Redcliffe Markets	Woorim Beach

## 12.3 Approach to assessment

### 12.3.1 Prioritisation matrix

The indicative list of priority locations delineated in Section 13 have been identified utilising the following four (4) prioritisation matrix criteria:

1. The facility and/or location has existing infrastructure, services and/or programs for people with disability, including people with high support needs.
2. The facility would trigger the requirement for an Accessible Adult Change Facility under the National Construction Code.
3. There has been an expressed community need and/or desire for Changing Places at this location.
4. A Changing Places facility in this location would provide access to multiple destinations for people with high support needs.

Each criteria was scored from zero to two, where zero equated to "not at all", one was "partial" and two was "full."

Locations were eligible for a total of eight points, with their final score serving to further prioritise identified locations. Three classification types of priority one, two and three were determined, using the following scoring:

**Total score of 1-2 = Priority 3**

**Total score of 3-4 = Priority 2**

**Total score of 5-8 = Priority 1**

The implementation of Changing Places facilities within both new and existing Council assets not previously identified in this plan, should be undertaken after utilising the prioritisation matrix. A consistent approach based on strong planning principles will ensure relevant factors are considered for the provision of Changing Places facilities in appropriate locations. An example of how this criterion has been applied to Burpengary Regional Aquatic Centre is illustrated in Table 8.

Figure 16- Prioritisation score and classifications

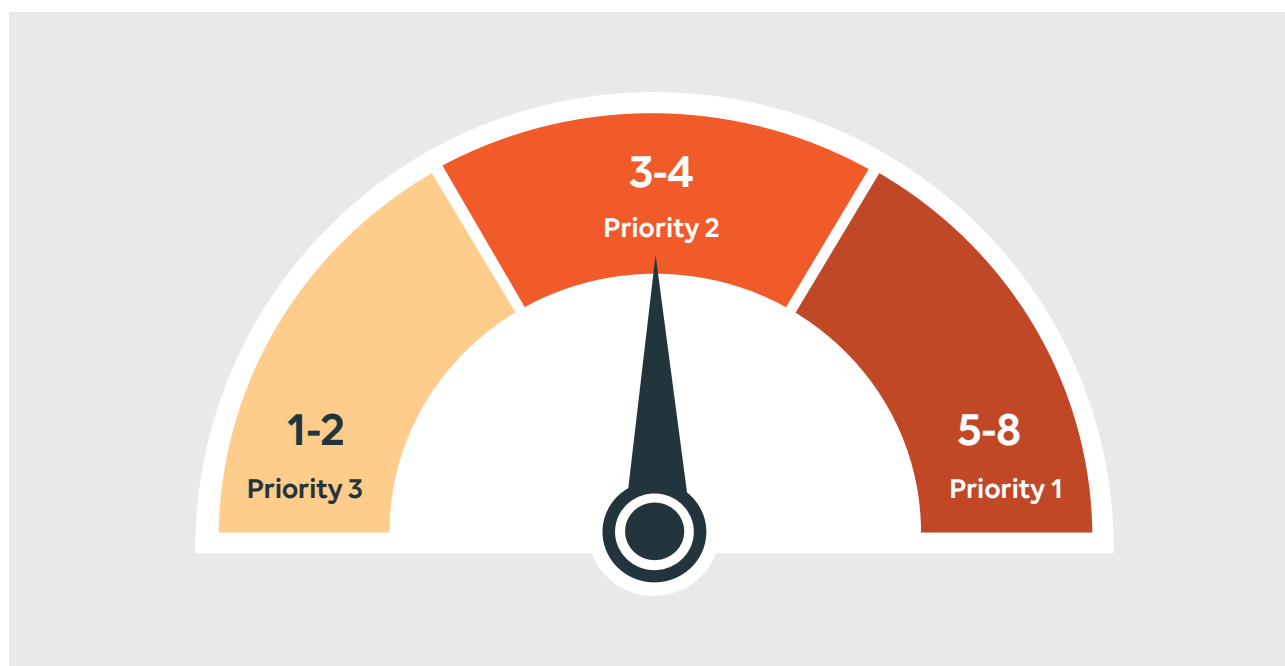




Table 8 - Prioritisation methodology applied to Burpengary Regional Aquatic and Leisure Centre

Destination type	Score	District examples
Criteria 1 - The facility/ location has existing infrastructure, services and/or programs for people with disability, including people with high support needs..	2	This facility has an indoor warm water pool with ramped access.
Criteria 2 - The facility would trigger the requirement for an Accessible Adult Change Facility under the National Construction Code.	2	This facility has a pool with a perimeter greater than 70m, thereby triggering the NCC requirement for an Accessible Adult Change Facility.
Criteria 3 - There has been an expressed community need/ desire for Changing Places at this location.	1	Although BRACL wasn't specifically identified during community engagement, Aquatic and Leisure Centres had a higher level of support for the provision of Changing Places.
Criteria 4 - Locating Changing Places in this location would unlock multiple destinations for people with disability.	0	Although BRALC is one facility within the Moreton Bay Central Sports Complex, a Changing Places facility would likely only be used by pool users.
Total score:	5	

Prior to utilising the prioritisation matrix, the suitability of a location for the delivery of a Changing Places facility can be determined through consideration of the following:

#### 1. Demand assessment

- Will locating a Changing Places facility in this area be a catalyst opportunity for economic development?
- Is the facility or location an area where a high proportion of people experiencing profound or severe disabilities reside?
- Is the facility located in an area experiencing or expected to experience high levels of population growth?

#### 2. Viability

- Is it feasible to deliver a Changing Places facility at this location? For instance, the building is not about to be redeveloped or is not constrained by heritage requirements.

#### 3. Strategic and planning considerations

- Is there the possibility that this facility could be co-located with other types of accessible infrastructure such as playgrounds, walking tracks, and viewing platforms?
- Is the facility located near a regional scale facility or space?

#### 4. Alternative options

- Consider the role and function of the location and whether it could be adequately serviced by a portable adult change facility (refer to Section 2.5 Portable Changing Places, p.15).
- Consider if there are existing or planned Changing Places facilities nearby that could service the chosen location.

## 12.4 Key design considerations

When installing Changing Places facilities, consider the following key design elements:

### MLAK

Master Locksmiths Access Key (MLAK) is a locking system developed by Master Locksmiths and the disability community.

Many organisations, including local governments, have adopted the key system. They are used in public areas or facilities, often found on gates at Liberty Swings in playgrounds and other areas where people with disabilities can access at any time they wish.

Councils often have keys available for free hire to community members. Alternatively, the keys can be purchased from the Master Locksmiths Association of Australia. Anyone wishing to obtain an MLAK key will require written authority from a doctor, a disability organisation or a community health centre.

Providing an MLAK lock on Changing Places facilities can help to prevent vandalism and improper use at high-risk locations which are not supervised by Council officers or contractors (e.g. public parks).

### Showers

The incorporation of a shower can be provided in some Changing Places facilities. (Design 2a in Changing Places Design Specifications). This enables users to shower before and/or after undertaking a particular activity (e.g. swimming in a pool, going to the beach).

Providing a shower within the Changing Places facility will provide an equitable level of service to that provided within other toilets and changerooms, where showers are provided.

Advice from Changing Places Australia is that if a shower is provided in a standard change room or accessible toilet, one should also be considered for inclusion within a Changing Places facility at the same location. It is noted that providing a shower in a Changing Places facility may increase maintenance requirements.

### Dual access

Some Councils are designing Changing Places facilities that provide dual access from within and outside a community facility. This allows the Changing Places facility to be accessed when the community facility is closed, and can also service the wider precinct rather than just users of the community facility.

Table 9 - Destination types and key design considerations (R= recommended, C= for consideration)

Destination type	MLAK	Shower	Dual access	Comfortable waiting areas	Multiple Changing Places facilities
Aquatic and leisure centres	R	R	C*		C**
Community and cultural facilities	R		C		
Entertainment, event and sporting precincts	R	C	C		C
Parks and playgrounds	R	C	C	R	
Commercial and town centres	R		C	R	
Tourist destinations	R		C	C	

\* Burpengary Regional Aquatic and Leisure Centre identified as facility with need for dual access.

\*\* Consider providing multiple Changing Places facilities at aquatic and leisure centres as it can take a long time to change in and out of swimming costumes (see Mill Park Leisure Centre case study on page 60).

## 12.5 Aquatic and leisure centres

### 12.5.1 The need for Changing Places in aquatic and leisure centres

Aquatic and leisure centres provide recreation, socialisation and relaxation opportunities, as well as access to therapeutic and health services such as physiotherapy, exercise physiology and occupational therapy. Having access to Changing Places within aquatic and leisure centres will support people with high support needs to perform essential activities above and beyond going to the toilet, including changing into their swimming costume, transferring to and from aquatic wheelchairs and showering before and after entering the pool.

### 12.5.2 Current aquatic and leisure centre network

There are currently 13 aquatic and leisure centres across the City of Moreton Bay. The distribution and hierarchy of these centres is illustrated in Figure 18 and Table 9.

Albany Creek Leisure Centre already provides a Changing Places facility.

### 12.5.3 What the community said

Survey respondents ranked swimming pools in the top five most important locations for Changing Places facilities.

Survey respondents noted they are unable to use Burpengary or Caboolture swimming pools due to lack of appropriate facilities.

Albany Creek Leisure Centre staff noted the existing Changing Places facility is underutilised as people do not know about it.

### 12.5.4 Legislative requirements

Under the NCC, new swimming pools with a perimeter of 70m or greater would require an adult accessible change facility. This requirement may also apply to existing pools which are significantly upgraded.

### 12.5.5 Existing accessible features

Council's aquatic and leisure facilities offer different types of services, and the level of accessibility to people with high support needs varies between destinations. This is a key consideration for the provision of any new facilities in the future, for example:

- The Caboolture Swimming Pool and Burpengary Regional Aquatic and Leisure Centre offer accessible swimming lessons. The Caboolture pool also has a gym which has specialist equipment designed to be used by people with a range of disabilities.
- Indoor program pools are provided at five facilities (Bribie Island, Burpengary, Ferny Hills, North Lakes and Redcliffe).
- Pool hoists are being progressively upgraded across Council's network of aquatic and leisure centres.
- The Settlement Cove Lagoon includes a range of accessible facilities (e.g. aquatic wheelchair, accessible ramp).

### 12.5.6 Strategic opportunities

- There may be opportunities to provide Changing Places through ongoing planning and upgrades across Council's aquatic centres.
- There are a growing number of waterplay playgrounds in the City of Moreton Bay (e.g. the Mill at Moreton Bay water park and play space) which could be considered as possible sites. These would require the provision of an aquatic or beach wheelchair to support use.



### 12.5.7 Examples

The tiles below highlight examples of where Changing Places facilities have been provided in aquatic and leisure centres.



**Yawa Aquatic Centre, Rosebud, VIC  
Aquatic centre**

(Source: Terra Tech Coffey)



**Mill Park Leisure, Mill Park, VIC  
Aquatic and leisure centre**

(Source: Google photos)



**Corowa Aquatic Centre, NSW  
Aquatic centre**

(Source: Corowa Aquatic Centre)



**Bayswater Waves Aquatic Centre, WA  
Aquatic centre**

(Source: City of Bayswater)

### 12.5.8 Opportunities for future provision

Table 10 below provides a prioritised list of possible locations for future delivery of a Changing Places. As previously discussed, this list has been developed based on a criteria assessment and aims to provide indicative priorities within this destination type only, with a need for the future network across the region to be considered holistically.

As shown in Table 10, highest priority locations for future provision include:

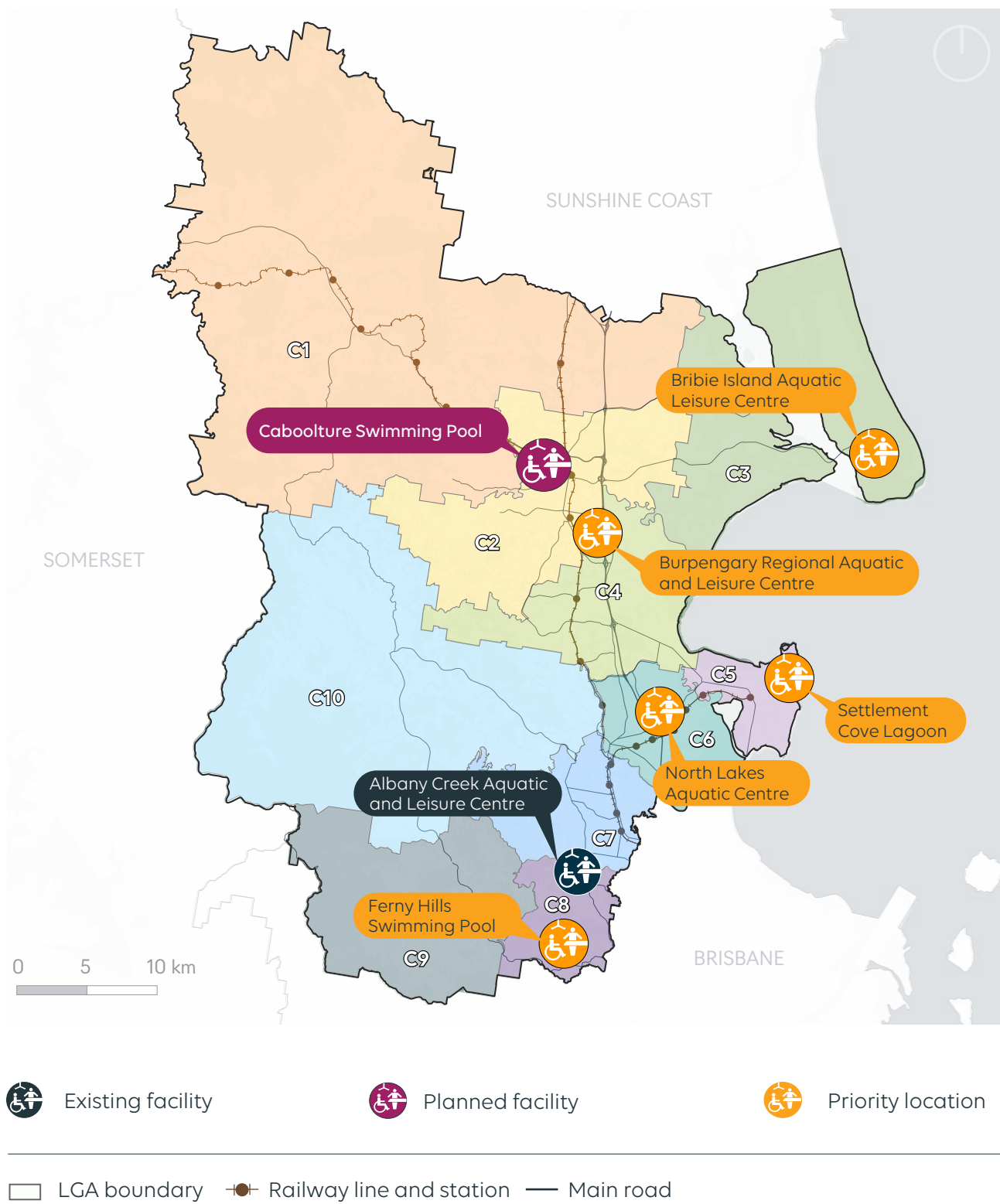
- Burpengary Regional Aquatic and Leisure Centre
- Settlement Cove Lagoon (it is noted this location currently has poor access and would require significant investment, including to deliver a lift from the top of the hill to the pool)
- Caboolture Pool and Fitness Centre
- Ferny Hills Swimming Pool
- North Lakes Aquatic Centre (this facility is owned by the Queensland Government)
- Bribie Island Aquatic Leisure Centre.

Table 10 - Prioritised list of aquatic and leisure centres for future delivery of Changing Places facilities

Catchment		Name	Hierarchy	Priority*
C2	Caboolture and surrounds	Caboolture Swimming Pool	District	1
C3	Bribie Island and Coastal Area	Bribie Island Aquatic Leisure Centre	District	1
C4	Narangba and surrounds	Burpengary Regional Aquatic and Leisure Centre	Regional	1
C5	Redcliffe Peninsula	Settlement Cove Lagoon	Regional	1
C6	North Lakes and surrounds	North Lakes Aquatic Centre	District	1
C8	The Hills District	Ferny Hills Swimming Pool	District	1
C1	Woodford and surrounds	Woodford Swimming Pool	Local	2
C4	Narangba and surrounds	Deception Bay Aquatic Centre	District	2
C5	Redcliffe Peninsula	Redcliffe War Memorial Pool	District	2
C6	North Lakes and surrounds	Murrumba Downs Swimming Pool	District	2
C7	Strathpine and surrounds	Lawnton Swimming Pool	District	2
C9	Samford Valley	Samford Swimming Pool	Local	2
C10	Dayboro and surrounds	Dayboro Swimming Pool	Local	2

\* Priority based on assessment. 1 indicates highest priority, 2 indicates medium priority, 3 indicates low priority.

Figure 17 - Location of existing, planned and priority locations for Changing Places facilities within aquatic and leisure centres.







## Case study: Changing Places in Aquatic Facilities, is one enough? - Mill Park Leisure Centre, Victoria

Mill Park Leisure Centre, located in Victoria, was recently redeveloped and includes two Changing Places facilities within the one aquatic centre. This is unique as the National Construction Code (NCC) requires only one Accessible Adult Change Facility within an aquatic facility. The local council, The City of Whittlesea, advocated and provided two Changing Places to accommodate for the length of time a Changing Places is occupied for. Typically, one individual may utilise a Changing Places for a minimum of twenty minutes. If just one facility is located within the aquatic centre, other people such as those who travel with carers in groups, may have to wait a significant amount of time.

These concerns prove valid to the Mill Park Leisure Centre as they are an accredited NDIS provider. Reducing wait times for a Changing Places makes using the aquatic centre more convenient, whilst also providing a better experience overall.

The City of Whittlesea has also prepared a customised accessibility guide for people with disability including detailed information about how to access and use the Changing Places facilities.



## 12.6 Community and cultural facilities

### 12.6.1. The need for Changing Places in community and cultural facilities

Community and cultural facilities provide recreational and social opportunities for people with high support needs and their carers.

Providing Changing Places within these types of facilities enables people with high support needs to access these opportunities in a safe, equitable and dignified manner without the added stress of not having appropriate facilities.

Community and cultural facilities may also service as evacuation centres during an emergency event, and would benefit from a Changing Places facility.

### 12.6.2. Current community and cultural facilities network

There are approximately 21 key community and cultural facilities across the City of Moreton Bay. The distribution and hierarchy of these centres is illustrated in Table 11.

Future Changing Places are planned at Caboolture Regional Environmental Education Centre.

### 12.6.3. What the community said

There was limited specific feedback about the need for Changing Places facilities within community and cultural facilities, with survey respondents ranking libraries, community halls and art galleries and museums as relatively low priority locations.

However, service providers identified there may be an opportunity to provide a Changing Places facilities within the North Lakes Library and Community Centre.

### 12.6.4. Legislative requirements

Under the NCC, new buildings with the following occupancy rates need to provide an accessible adult change facility.

- Museums, Art Galleries or the like with an occupancy not less than 1500 patrons.
- Theatres or the like with an occupancy not less than 1500 patrons.

### 12.6.5. Future planning considerations

When planning for Changing Places facilities in community and cultural facilities, consider the following factors:

- The Moreton Bay Library Facilities Network Plan encourages the delivery of Changing Places facilities in all regional libraries.
- Whether any programs or services which specifically cater to people with high support needs, are offered through particular community facilities.
- How accessible different community and cultural facilities are for people with high support needs.
- Consider the need to provide Changing Places at identified Evacuation Centres across the LGA. Access to these places would be important for people with high support needs who are required to use a Council evacuation centre during an emergency event.
- There are some community and cultural facilities which are co-located, and one Changing Places facility could therefore support access to multiple services (e.g. The Caboolture Library and Caboolture Regional Art Gallery; the North Lakes Library and Community Centre; The Redcliffe Art Gallery and Redcliffe Library).
- Consider the opportunity to provide dual access into Changing Places facilities installed within community and cultural facilities.

### 12.6.6. Examples

The tiles below highlight examples of where Changing Places facilities have been provided in community and cultural facilities.



**Wanneroo Library and Cultural Centre, WA**

(Source: City of Wanneroo)



**Parks Library, Adelaide SA Library**

(Source: City of Port Adelaide Enfield)



**Art Gallery of NSW Cultural facility**

(Source: Art Gallery of NSW)



**Home of the Arts Gallery, QLD Cultural facility**

(Source: Have Wheelchair Will Travel)



### 12.6.7. Opportunities for future provision

Table 11 below provides a prioritised list of possible locations for future delivery of a Changing Places. As previously discussed, this list has been developed based on a detailed criteria assessment and aims to provide indicative priorities within this destination type only, with a need for the future network across the region to be considered holistically.

As shown in Table 11, highest priority locations for future provision include:

- North Lakes Library and Community Centre, and
- The Caboolture Hub.

Community and cultural facilities can also function as evacuation centres during disaster events, providing temporary accommodation, food and water until it is safe for evacuees to return to their homes or alternative temporary emergency accommodation. Installing Changing Places at these facilities will support people requiring access during emergencies, in addition to encouraging access to these key community and cultural facilities.

Table 11 - Prioritised list of community and cultural facilities for future delivery of Changing Places facilities

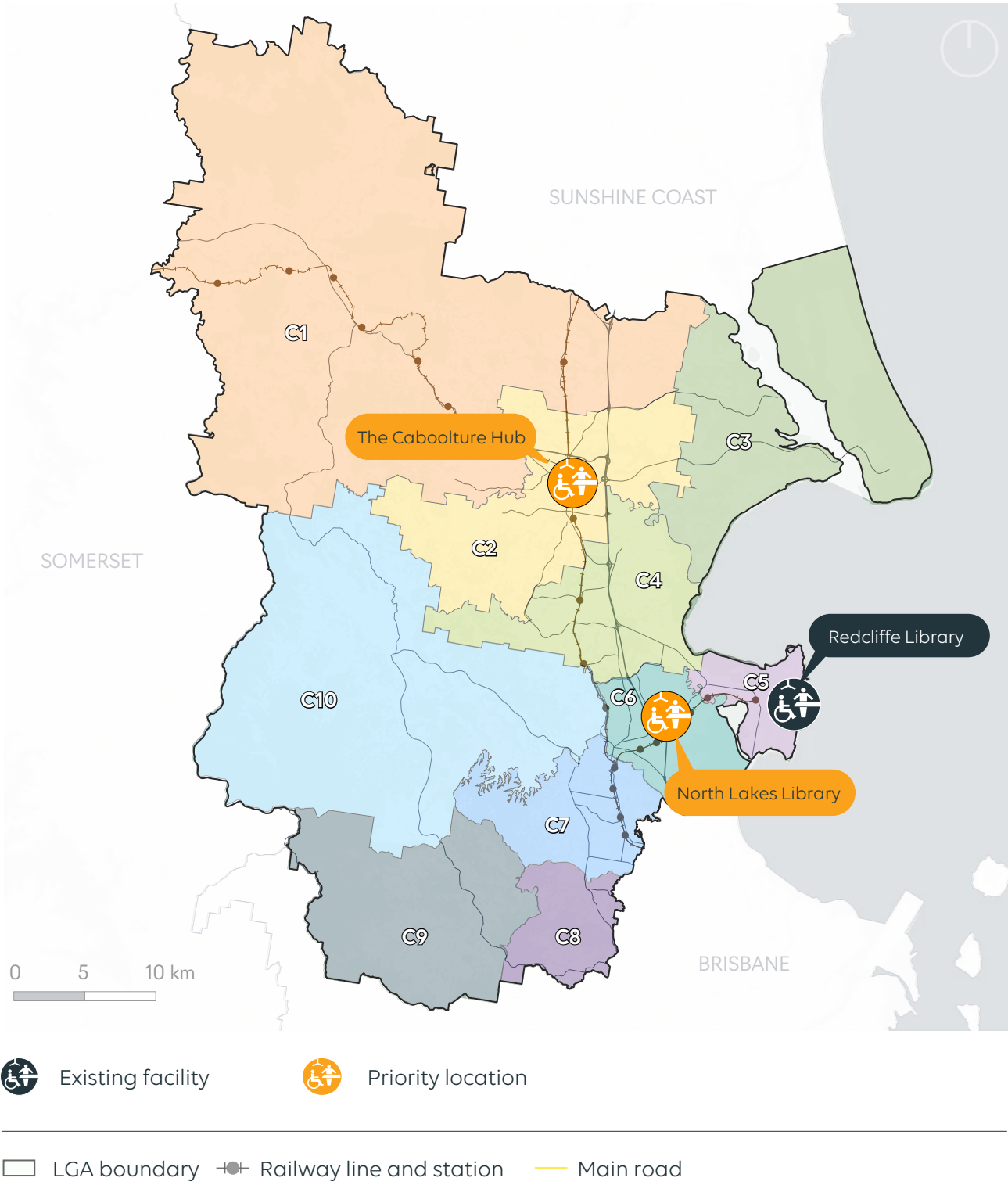
Catchment	Name	Hierarchy	Priority*
C2 Caboolture and surrounds	The Caboolture Hub	Regional	1
C6 North Lakes and surrounds	North Lakes Library and Community Centre	Regional	1
C1 Woodford and surrounds	Woodford Library	Local	2
C3 Bribie Island and Coastal Area	Bribie Island Seaside Museum	Local	2
C3 Bribie Island and Coastal Area	Bribie Island Library	Local	2
C5 Redcliffe Peninsula	Redcliffe Museum	Regional	2
C5 Redcliffe Peninsula	Redcliffe Art Gallery	Regional	2
C5 Redcliffe Peninsula	Redcliffe Library	Regional	2
C7 Strathpine and surrounds	Pine Rivers Heritage Museum	District	2
C2 Caboolture and surrounds	Morayfield Community hall	District	3
C3 Bribie Island and Coastal Area	Bribie Island Community Art Centre	Local	3
C4 Narangba and surrounds	Burpengary Library	District	3
C4 Narangba and surrounds	Deception Bay Library	District	3

Catchment		Name	Hierarchy	Priority*
C5	Redcliffe Peninsula	Redcliffe Entertainment Centre	Regional	3
C7	Strathpine and surrounds	Strathpine Library	District	3
C7	Strathpine and surrounds	Pine Rivers Art Gallery	District	3
C7	Strathpine and surrounds	Pendicup Community Centre	District	3
C8	The Hills District	Albany Creek Library	District	3
C8	The Hills District	Arana Hills Library	District	3
C8	The Hills District	Albany Creek Community Centre	District	3

\* Priority based on criteria assessment. 1 indicates highest priority, 2 indicates medium priority, 3 indicates low priority.

\*\* Facility is also a Council-owned evacuation centre.

Figure 18 - Location of existing, and priority locations for Changing Places facilities within community and cultural facilities





## 12.7 Parks & playgrounds

### 12.7.1. Why is it important to provide Changing Places at parks and playgrounds?

Parks and playgrounds are social places for people to play, participate in picnics, gather and walk in nature. The introduction of All Abilities playgrounds is providing children with high support needs the opportunity to gather and play alongside their peers.

Activities taking place at parks may extend for several hours. Without appropriate facilities, people may decide that the trip will not be worthwhile or they may have to cut their visit short.

As shown in Figure 4 (p.13), parks and playgrounds account for the largest proportion of Changing Places facilities throughout Australia.

### 12.7.2. Current parks and playgrounds network

Council has identified approximately 13 parks and playgrounds of interest across the City of Moreton Bay. The distribution and hierarchy of each one is illustrated in Table 12.

Future Changing Places facilities are planned at Pine Rivers Park and Centenary Lakes. In addition, the planned Changing Places facility within the Caboolture Environmental Education Centre would also service the adjacent all-abilities playground.

### 12.7.3. What the community said about parks and playgrounds

Survey respondents ranked parks and playgrounds in the top five most important locations for Changing Places facilities.

Survey respondents identified specific parks and playspaces where they would like to see Changing Places facilities, including in parks along the foreshore, Pine Rivers Park and The Hills District All Abilities Playground.

Service providers noted the importance of ensuring that Changing Places facilities are planned for holistically, with consideration of how accessible the surrounding area is.

### 12.7.4. Legislative requirements

There is no legislative requirement to provide an accessible adult change facility in parks and playgrounds.

### 12.7.5. Future planning considerations

When planning for Changing Places facilities in parks and playgrounds, consider the following factors:

- There are two existing all-abilities playgrounds located across the LGA. Changing Places should also be incorporated into any new all-abilities playgrounds delivered throughout the City of Moreton Bay.
- Some of the most popular locations for outdoor events are Pine Rivers Park, Pelican Park and Suttons Beach Park.
- Opportunity to improve access to Changing Places facilities where parks and playgrounds are co-located with other community facilities (e.g. community centres, sports pavilions) or recreational areas (e.g. foreshores / beaches). Possible examples may include Centenary Lakes (park and sporting precinct); Scarborough Beach Park (park, beach and local activity centre); and The Mill at Moreton Bay Water Park and Play Space (park and knowledge precinct).
- An upgrade to the Caboolture Regional Environmental Education Centre offers an opportunity to deliver a Changing Places facility. The environmental centre and the adjacent all-abilities playground is frequently visited by local disability services and school grounds including children and young people with disability.

### 12.7.6. Examples

The tiles below highlight best practice examples of where Changing Places facilities have been provided in parks and playgrounds.

In particular, the Thomas Street Reserve facility was awarded Best Changing Places in Australia 2021, judged on a range of criteria including overall ambience, visual appeal, use of colour, lighting and consideration of sensory sensitivity.



**Bibra Lake, WA**  
**Public open space**

(Source: City of Cockburn)



**Thomas Street Reserve, Hampton VIC**  
**Public open space**

(Source: Bayside City Council)



**Ross Reserve, Dandenong VIC**  
**Public open space**

(Source: GR Design and Construct)



**Lionel Watts Reserve, Sydney NSW**  
**Playspace**

(Source: Changing Places Australia)

### 12.7.7. Opportunities for future provision

Table 12 below provides a prioritised list of possible locations for future delivery of a Changing Places. As previously discussed, this list has been developed based on a detailed criteria assessment and aims to provide indicative priorities within this destination type only, with a need for the future network across the region to be considered holistically.

For this destination type in particular, it is important to note that this is not an exhaustive list but a sample of popular parks and playgrounds for consideration.

As shown in Table 12, highest priority locations for future provision include:

- Pine Rivers Park
- Caboolture Regional Environmental Education Centre
- Centenary Lakes
- Suttons Beach Park
- The Mill at Moreton Bay Water Park and Play Space
- The Hills District All Accessible Playground
- Bluey Piva Park, and
- Sylvan Beach Esplanade.

Table 12 - Prioritised list of parks and playgrounds for future delivery of Changing Places facilities

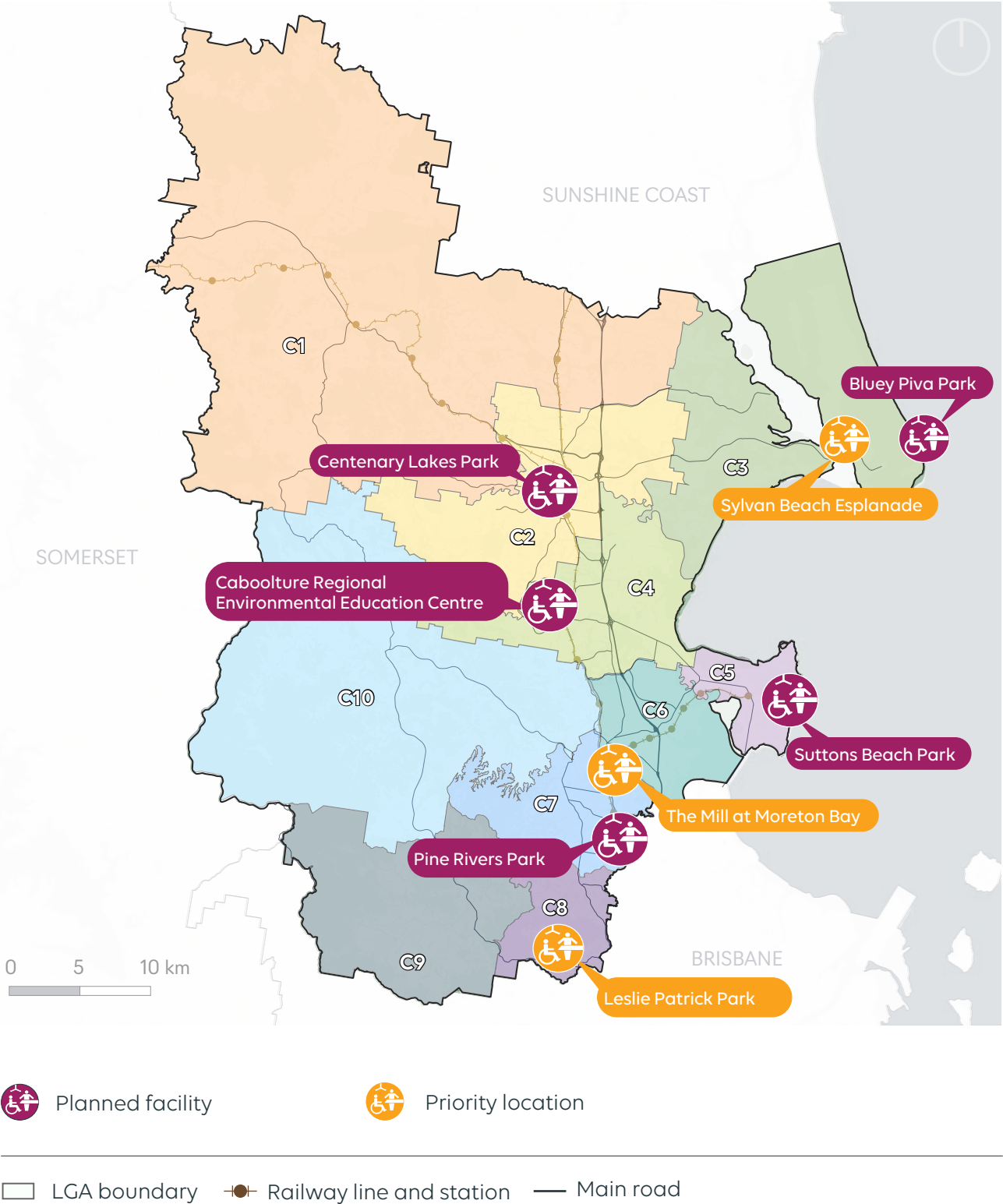
Catchment	Name	Hierarchy	Priority*
C2 Caboolture and surrounds	Centenary Lakes	Regional	1
C4 Narangba and surrounds	Caboolture Regional Environmental Education Centre	Regional	1
C5 Redcliffe Peninsula	Suttons Beach Park	Regional	1
C6 North Lakes and surrounds	Pine Rivers Park	Regional	1
C7 Strathpine and surrounds	The Mill at Moreton Bay Water Park and Play Space	Regional	1
C8 The Hills District	The Hills District All Abilities Playground	District	1
C3 Bribie Island & coastal areas	Bluey Piva Park	Regional	1
C3 Bribie Island & coastal areas	Sylvan Beach Esplanade	District	1
C5 Redcliffe Peninsula	Pelican Park	Regional	2
C5 Redcliffe Peninsula	Scarborough Beach Park	Regional	2
C5 Redcliffe Peninsula	Redcliffe Botanical Gardens	Regional	2
C5 Redcliffe Peninsular	Crockatt park	Regional	2



Catchment	Name	Hierarchy	Priority*
C5 Redcliffe Peninsular	Jamieson Park	Regional	2
C6 North Lakes and surrounds	Lake Eden	District	2
C7 Strathpine and surrounds	Jon Leitch Memorial Park	Local	2
C9 Samford Village	John Scott Park	Regional	2
C 1 Woodford and surrounds	Campbells Pocket Road - Wamuran	District	3
C2 Caboolture and surrounds	Dobson Lane Park	Local	3
C2 Caboolture and surrounds	Sheep Station Creek Park	Local	3
C3 Bribie Island and Coastal Area	Toorbul Recreation area	Local	3
C3 Bribie Island & coastal areas	Noel Downes Place	Local	3
C3 Bribie Island & coastal areas	Welsby Parade Park	District	3
C4 Narangba and surrounds	Joseph Crescent - Deception Bay	Local	3
C5 Redcliffe Peninsula	Margate Civic District Park	District	3
C5 Redcliffe Peninsular	Redcliffe Botanical Gardens	District	3
C6 North Lakes and surrounds	Aurora Boulevard Park	Local	3
C6 North Lakes and surrounds	Keith Road Dakabin	Local	3
C7 Strathpine and surrounds	Bray Park District Recreation	District	3
C7 Strathpine & surrounds	Leis Park	District	3
C8 The Hills District	Albany Creek Civic District Park	District	3

\* Priority based on criteria assessment. 1 indicates highest priority, 2 indicates medium priority, 3 indicates low priority.

Figure 19 - Location of existing, planned and possible future priority locations for Changing Places facilities within parks and playgrounds



## 12.8 Commercial & town centres

### 12.8.1. Why is it important to provide Changing Places in commercial and town centres?

Commercial and town centres facilitate social interaction between community members, act as service centres, and are essential for stimulating the local economy.

They are typically areas of gathering, where people may go out to eat, go shopping, and engage within their community, as well as accessing shops and key services (e.g. going to the bank, cinema etc).

### 12.8.2. Current commercial and town centre network

Council has identified approximately 27 commercial and town centres of interest across the City of Moreton Bay. The distribution and hierarchy of these centres is outlined in Table 13.

### 12.8.3. What the community said about commercial and town centres

While survey respondents were not specifically asked about access to town centres, they identified shopping and dining precincts as one of the most important locations to provide new Changing Places facilities.

Through open-ended comments, they noted that this can unlock new experiences and destinations for people with disability, families and friends, such as a night out for dinner.

### 12.8.4. Legislative requirements

Under the NCC, shopping centres with an occupancy of not less than 3,500 people must provide an accessible adult change facility.

### 12.8.5. Future planning considerations

When planning for Changing Places facilities in commercial and town centres, consider the following factors:

- Many commercial centres across the LGA are private shopping centres, where Council is not the land owner or manager of the facility.
- There are many centres that, if constructed today, would require an accessible adult change facility under the NCC requirements (e.g. Westfield Shopping Centre in North Lakes).
- Provision of a Changing Places facilities in the town centre of some smaller towns (e.g. Samford) could support access to other attractions and destinations in the area.

There is an opportunity to:

- Explore partnership arrangements with local shopping centres for provision, access and maintenance of Changing Places facilities.
- Explore potential to require inclusion of Changing Places facilities in the development of new, or upgrade of existing, shopping centres.



### 12.8.6 Examples

The tiles below highlight best practice examples of where Changing Places have been provided in commercial and town centres.



**Westpoint Shopping Centre, NSW Shopping centre**

(Source: Have Wheelchair Will Travel)



**Canberra Centre, Canberra ACT Shopping centre**

(Source: Changing Places Australia)



**Brisbane City Hall, QLD Town hall**

(Source: Have Wheelchair Will Travel)



**Yagan Square, WA Civic space**

(Source: O'Brien Harrop Access)

### 12.8.7 Opportunities for future provision

Table 13 below provides a prioritised list of possible locations for future delivery of a Changing Places. This list has been developed based on a detailed criteria assessment and aims to provide indicative priorities within this destination type only, with a need for the future network across the region to be considered holistically.

As shown in Table 13, highest priority commercial and town centre locations for future provision include:

- Caboolture
- Morayfield
- Bongaree
- Redcliffe
- Woody Point
- Scarborough
- Kippa-Ring
- North Lakes, and
- Strathpine.

Table 13 - Prioritised list of commercial & town centres for future delivery of Changing Places facilities

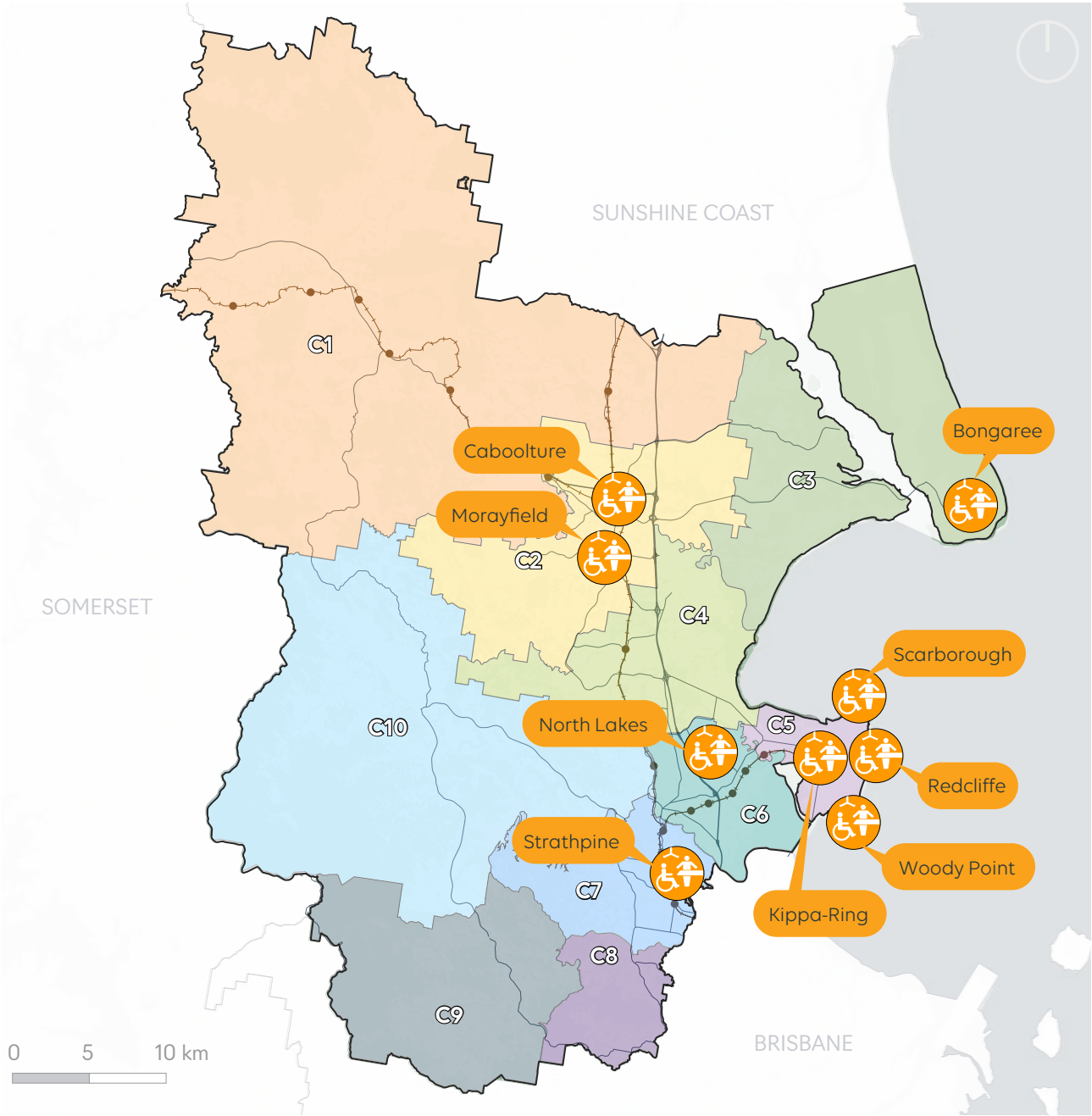
Catchment	Name (please note these refer to activity centres as opposed to suburbs)	Hierarchy	Priority*
C2 Caboolture and surrounds	Caboolture	Regional	1
C2 Caboolture and surrounds	Morayfield	Regional	1
C3 Bribie Island and Coastal Area	Bongaree	Local	1
C5 Redcliffe Peninsula	Redcliffe	Regional	1
C5 Redcliffe Peninsula	Woody Point	District	1
C5 Redcliffe Peninsula	Scarborough	District	1
C5 Redcliffe Peninsula	Kippa-Ring	Regional	1
C6 North Lakes and surrounds	North Lakes	Regional	1
C7 Strathpine and surrounds	Strathpine	Regional	1
C1 Woodford and surrounds	Woodford	District	2
C1 Woodford and surrounds	Caboolture West	District	2

Catchment		Name (please note these refer to activity centres as opposed to suburbs)	Hierarchy	Priority*
C3	Bribie Island and Coastal Area	Bellara	District	2
C4	Narangba and surrounds	Burpengary	District	2
C4	Narangba and surrounds	Deception Bay	District	2
C5	Redcliffe Peninsula	Margate	District	2
C5	Redcliffe Peninsula	Rothwell	District	2
C5	Redcliffe Peninsula	Clontarf	District	2
C6	North Lakes and surrounds	Dakabin	District	2
C6	North Lakes and surrounds	Murrumba Downs	Local	2
C6	North Lakes and surrounds	Kallangur	District	2
C7	Strathpine and surrounds	Petrie	District	2
C7	Strathpine and surrounds	Warner	District	2
C8	The Hills District	Arana Hills	District	2
C9	Samford Valley	Samford	District	2
C10	Dayboro and surrounds	Dayboro	District	2

\* Priority based on criteria assessment. 1 indicates highest priority, 2 indicates medium priority, 3 indicates low priority.



Figure 20 - Location of priority locations for Changing Places facilities within commercial towns and centres



 Priority location

 LGA boundary    Railway line and station    Main road

## 12.9 Entertainment, sports and event precincts

### 12.9.1. Why is it important to provide Changing Places in entertainment, sports and event precincts?

Sporting, entertainment and event centres are key social and recreational destinations serving multiple purposes, from concerts to local sporting clubs and other community events.

Providing access to Changing Places at these facilities will cater for participants and spectators with high support needs.

### 12.9.2 Current entertainment, sport and event precincts

Council has identified approximately 9 sports and events precincts of interest across the City of Moreton Bay. The distribution and hierarchy of these centres is illustrated within Table 14.

A Changing Places is already provided at the South Pine Indoor Sports Centre.

Council's standard designs for regional sporting clubs include a storage area which can be converted into a Changing Places facility should sufficient demand be identified in the future.

### 12.9.3. What the community said

Entertainment and events spaces were ranked the second highest priority location type for new Changing Places facilities, however sporting venues were ranked relatively low.

Survey respondents would like to see increased access to community events and celebrations through the provision of Changing Places facilities.

### 12.9.4. Legislative requirements

Under the NCC, sports stadiums with a capacity of 35,000 spectators must provide an accessible adult change facility.

### 12.9.5. Future planning considerations

When planning for Changing Places facilities in sports and events precincts, consider the following factors:

- The Sporting Wheelies Boccia Program is currently run from the Morayfield Sport and Event Centre.
- Redcliffe Entertainment Centre is an older asset and therefore has relatively poor accessibility to and within all areas used by the public. Despite it being a key entertainment venue, this plan does not recommend providing a Changing Places facility within this venue.
- The Queensland State Equestrian Centre regularly hosts events, at which people with high support needs may attend as spectators. Should a Changing Places facility be prioritised at QSEC, consider whether a fixed or portable facility would be a more suitable option given the nature and frequency of events that are hosted.
- The new Moreton Bay Indoor Sports Centre, to be built at the Mill in Petrie, will have 12 multi-use courts and capacity for 10,000 spectators. MBISC will be a competition venue for the Brisbane 2032 Olympic and Paralympic Games.
- There are several private event facilities which attract regional users (e.g. Sandstone Point Hotel).
- There are some privately operated sporting venues which provide programs for people with a disability. For example, Samford Riding for the Disabled have developed plans for a new amenities building which includes a Changing Places facility.
- Explore the potential for some event venues to be serviced by a portable Changing Places facility.

### 12.9.6. Examples

The tiles below highlight best practice examples of where Changing Places have been provided in entertainment, sports and event precincts.



**Melbourne Cricket Ground, VIC  
Sports stadium**

(Source: Have Wheelchair Will Travel)



**Sydney Opera House, NSW  
Entertainment venue**

(Source: Have Wheelchair Will Travel)

### 12.9.7. Opportunities for future provision

Table 14 below provides a prioritised list of locations for future delivery of Changing Places facilities within entertainment, sports and event precincts. This list has been developed based on a detailed criteria assessment and aims to provide indicative priorities within this destination type only, with a need for the future

network across the region to be considered holistically.

As shown in Table 14, highest priority locations for future provision include:

- Morayfield Sport & Events Centre (MSEC).

Table 14 - Prioritised list of entertainment, sports and events precincts for future delivery of Changing Places facilities

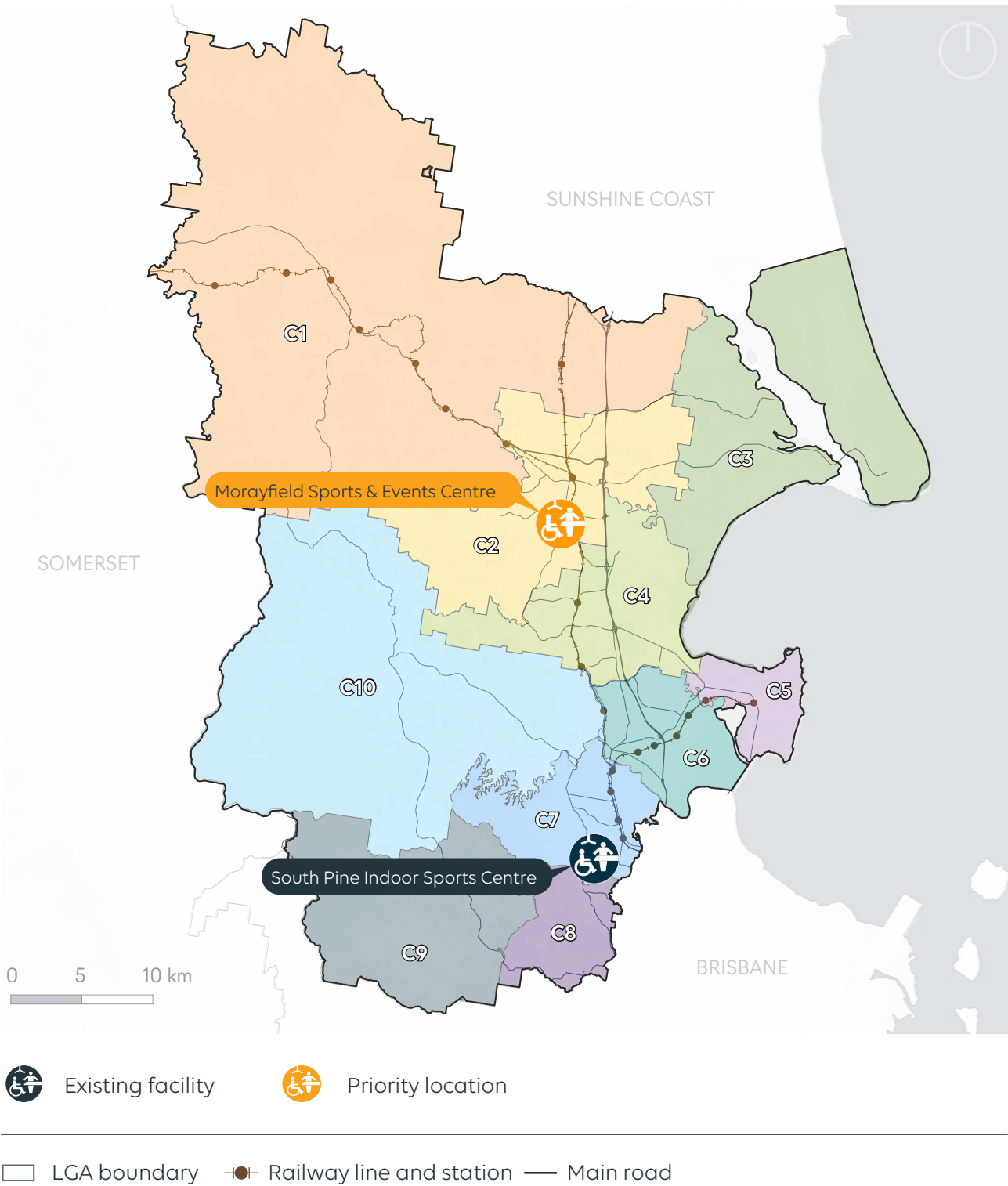
Catchment	Name	Hierarchy	Priority*
C2 Caboolture and surrounds	Morayfield Sport & Events Centre (MSEC)**	District	1
C2 Caboolture and surrounds	Caboolture Sports Complex	District	2
C2 Caboolture and surrounds	Queensland State Equestrian Centre	Regional	2
C5 Redcliffe Peninsula	Redcliffe Entertainment Centre	Regional	2
C4 Narangba and surrounds	Deception Bay PCYC**	District	3
C5 Redcliffe Peninsula	Redcliffe PCYC	District	3
C5 Redcliffe Peninsula	Nathan Road Sporting Precinct	District	3
C5 Redcliffe Peninsula	Talobilla Park	District	3
C6 North Lakes and surrounds	Griffin Sports Complex	Local	3
C7 Strathpine and surrounds	Les Hughes Sports Complex - Bray Park**	District	3
C7 Strathpine and surrounds	Pine Rivers PCYC	Local	3

\* Priority based on criteria assessment. 1 indicates highest priority, 2 indicates medium priority, 3 indicates low priority.

\*\* Facility is also a Council-owned evacuation centre.



Figure 21 - Location of existing and priority locations for Changing Places facilities within entertainment, sports and event precincts



## 12.6 Tourist destinations

### 12.10.1. Why is it important to provide Changing Places at tourist destinations?

People with high support needs and their carers have the same desire to explore their surroundings as people without a disability.

Local tourism opportunities are particularly important for people with high support needs as they are a more affordable and readily accessible option than interstate and international travel. Providing Changing Places facilities at local tourist destinations will open up these areas to people with high support needs and local disability service providers.

The availability of Changing Places and other accessible infrastructure, attractions and experiences could also help to position the City of Moreton Bay as an attractive accessible tourist destination for domestic and international travellers.

Access to Changing Places facilities would enable people with high support needs to explore regional and hinterland areas throughout the LGA. For example, a Changing Places facility in Samford would enable people with high support needs to visit surrounding destinations, including Mt Glorious and Jolly's Lookout.

### 12.10.2. Current tourist destinations

Council has identified approximately 16 tourist destinations of interest across the City of Moreton Bay. The distribution and hierarchy of these centres is illustrated in Table 15.

Council is already planning to deliver a new Changing Places facility at Woorim Beach.

### 12.10.3. What the community said about tourist destinations

Survey respondents identified tourist destinations as the top priority location for new Changing Places facilities in the City of Moreton Bay.

Through open-ended comments, participants spoke about the need for facilities along foreshore destinations and at beaches, as well as in national parks.

### 12.10.4. Legislative requirements

There is no legislative requirement to provide an accessible adult change facility at tourist destinations.

### 12.10.5. Future planning considerations

Some key considerations in assessing the provision of Changing Places facilities in tourist destinations, include:

- There are projects currently under consideration, which provide wheelchair access to beaches across the City of Moreton Bay.
- Opportunity to improve access to Changing Places facilities where tourist destinations are co-located with, or located near, other complementary destinations (e.g. cafes and restaurants).

#### 4.10.6. Examples

The tiles below highlight examples of where Changing Places facilities have been provided in tourist destinations. In particular, the Henley Beach Changing Places facility provides a great precedent for the City of Moreton Bay.

This beachside facility complements other accessible facilities; including accessible beach matting, beach wheelchair and walker hire, and accessible parking spaces. The facility is located on the foreshore, next to a shaded pavilion area that doubles as a waiting area.



#### **Australia Zoo, Beerwah QLD**

Tourist destination

(Source: Australia Zoo)



#### **Henley Square, Henley Beach SA**

Tourist destination

(Source: City of Charles Sturt)

### 12.10.7 Opportunities for future provision

Table 15 below provides a prioritised list of possible locations for future delivery of a Changing Places. This list has been developed based on a detailed criteria assessment and aims to provide indicative priorities within this destination type only, with a need for the future network across the region to be considered holistically.

As shown in Table 15, highest priority locations for future provision include:

- Woorim Beach
- Redcliffe Jetty / Bee Gees Way, and
- Samford Township (with opportunity in John Scott Park near the visitor information centre).

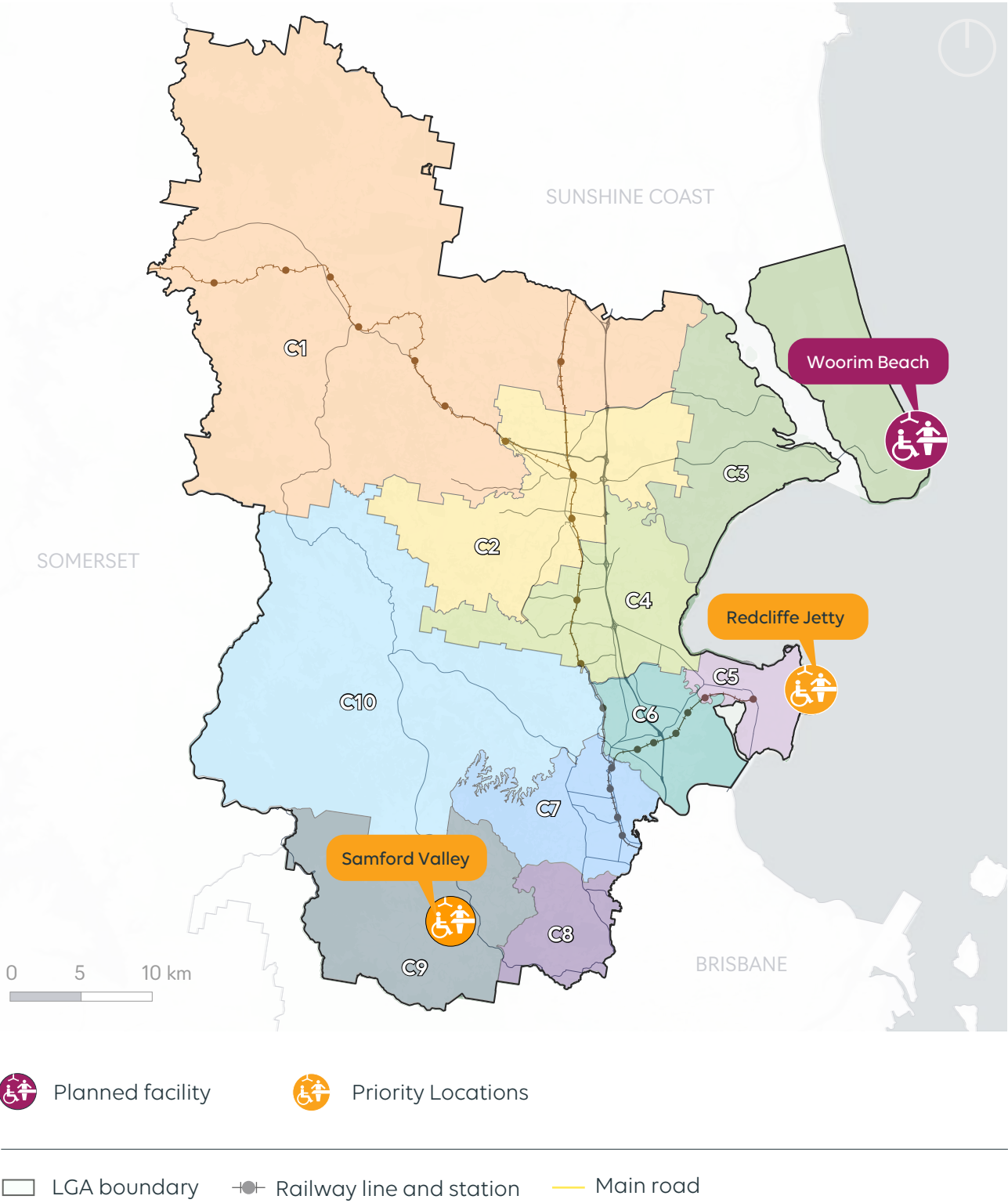
Table 15 - Prioritised list of tourist destinations for future delivery of Changing Places facilities

Catchment	Name	Hierarchy	Priority*
C3 Bribie Island and Coastal Area	Woorim Beach	Local	1
C5 Redcliffe Peninsula	Redcliffe Parade	District	1
C9 Samford Village	Samford Township	Local	1
C2 Caboolture and surrounds	Caboolture Markets	District	2
C3 Bribie Island and Coastal Area	Banksia Beach	Local	2
C3 Bribie Island and Coastal Area	Sandstone Point	Local	2
C5 Redcliffe Peninsula	Suttons Beach	Local	2
C5 Redcliffe Peninsula	Settlement Cove	District	2
C7 Strathpine and surrounds	Old Petrie Town	District	2
C10 Dayboro and surrounds	Dayboro Township	Local	2
C1 Woodford and surrounds	D'Aguilar National Park	Regional	3
C2 Caboolture and surrounds	Caboolture Historical Village	District	3
C10 Dayboro and surrounds	Lake Samsonvale - North Pine Dam	District	3

\* Priority based on criteria assessment. 1 indicates highest priority, 2 indicates medium priority, 3 indicates low priority.



Figure 22 - Location of existing, planned and priority locations for Changing Places at tourist destinations



# 13. Opportunities analysis across all destinations

The needs and opportunities assessment by destination type has identified 29 existing facilities or locations across the City of Moreton Bay that are a high priority for future delivery of Changing Places facilities.

Table 16 and Figure 23 list these high priority facilities or locations by catchment. It shows that:

The highest number of high priority locations was identified in the Redcliffe Peninsula (7 locations), followed by Caboolture and surrounds (6 locations).

No specific high priority locations were identified in the Woodford and Dayboro catchments, which also have a lower population and fewer existing facilities. However, it is noted that provision of a Changing Places facility in Woodford or Dayboro may unlock access to a range

of popular destinations, including townships, national parks and state forests.

A large number of commercial towns and centres were identified as high priority locations, with a need for further research to understand where and how Council could support delivery of Changing Places in centres.

We note this opportunities assessment is indicative only for further exploration, and it may not be possible or feasible to provide Changing Places facilities at each of these locations.

It is further noted that as planning and development commences in Waraba, additional opportunities and requirements for Changing Places facilities will be considered and incorporate into future iterations of this Plan.

Table 16 - List of priority locations for Changing Places facilities by catchment

Catchment	Name	Category	Hierarchy
C1 Woodford-D'Aguilar & surrounds	No specific priority location identified in this catchment.		
C2 Caboolture & surrounds (6 locations)	Caboolture Swimming Pool	Aquatic and leisure centres	District
	The Caboolture Hub	Community and cultural facilities	Regional
	Centenary Lakes	Parks and playgrounds	Regional
	Caboolture*	Commercial and town centres	Regional
	Morayfield*	Commercial and town centres	Regional
	Morayfield Sport & Events Centre	Entertainment, sports and event precincts	District

\* Refers to activity centre as opposed to suburb.

Catchment		Name	Category	Hierarchy
C3	Bribie Island & Coastal Areas (3 locations)	Bribie Island Aquatic Leisure Centre	Aquatic and leisure centres	District
		Bongaree*	Commercial and town centres	Local
		Woorim beach	Tourist destinations	District
C4	Narangba & surrounds (2 locations)	Burpengary Regional Aquatic and Leisure Centre	Aquatic and leisure centres	Regional
		Caboolture Regional Environmental Education Centre	Parks and playgrounds	Regional
C5	Redcliffe Peninsula (7 locations)	Settlement Cove Lagoon	Aquatic and leisure centres	Regional
		Suttons Beach park	Parks and playgrounds	Local
		Redcliffe*	Commercial and town centres	Regional
		Woody Point*	Commercial and town centres	District
		Scarborough*	Commercial and town centres	District
		Kippa-Ring*	Commercial and town centres	Regional
		Redcliffe Parade	Tourist destinations	District
C6	North Lakes & surrounds (3 locations)	North Lakes Aquatic Centre	Aquatic and leisure centres	District
		North Lakes Library and Community Centre	Community and cultural facilities	Regional
		North Lakes*	Commercial and town centres	Regional
C7	Strathpine & surround (3 locations)	The Mill at Moreton Bay Water Park and Play Space	Parks and playgrounds	Local
		Strathpine*	Commercial and town centres	Regional
		Pine Rivers Park	Parks and playgrounds	Regional
C8	The Hills district & surrounds (1 location)	The Hills District All Abilities Playground	Parks and playgrounds	District
C9	Samford Valley (1 location)	Samford Township	Commercial and town centres	Local
C10	Dayboro & surrounds	No high priority Changing Places facility in this catchment.		

\* Refers to activity centre as opposed to suburb.

Figure 23 - Priority locations for future delivery of Changing Places facilities by planning catchment as identified through opportunities assessment



\* Refers to activity centre as opposed to suburb.



# Part E. Implementing the future network



# 14. Recommendations and tools to support implementation

The following recommendations will support the implementation of the Changing Places network across the City of Moreton Bay.

These recommendations are supported by decision-making tools that Council can consider in delivering Changing Places facilities within existing or new Council-owned assets, and information on indicative costings.

## **Advocate for ongoing funding**

The availability of ongoing State and/or Federal funding has been central to increasing the supply (and thereby rates of provision) of Changing Places facilities. In particular the United Kingdom and Victoria have had dedicated funding provided over several years which has helped local governments and the private sector deliver Changing Places facilities to a range of different destinations and communities.

Council should advocate for dedicated and ongoing State or Federal funding in collaboration with other Queensland local government authorities and organisations, such as the Local Government Association of Queensland (LGAQ) and South East Queensland Council of Mayors.

## **Undertake a feasibility study for a portable Changing Places facility**

A portable Changing Places facility has the potential to "unlock" several different experiences and events for people with high support needs. Council should undertake a feasibility study to understand the costs, requirements, benefits and challenges of providing this type of facility and consider future provision as part of the Changing Places network.

## **Regular engagement with users**

Understanding the lived experience and responding to the requirements of people with high support needs, carers, families and service providers is crucial to developing the City of Moreton Bay Changing Places network. Council should consider providing regular opportunities for engagement and collaboration to inform the future planning, design and delivery of Changing Places facilities.

## **Partnerships with the private sector**

The private sector will play a key role in developing the Changing Places network across the City of Moreton Bay. Council should further investigate opportunities for the delivery of fixed or portable Changing Places in partnership with the private sector. Council can also play a role in advocating to the private sector to deliver more facilities, for example in universities, hotels and local shopping centres.

## **Changing Places within technical briefs**

Council should consider including the provision of Changing Places within technical briefs for new and upgraded facilities.

## **Building awareness and understanding**

It will be important for Council to build awareness of the need for Changing Places facilities across their organisation, broader industry, and with the wider community. Council should consider developing guidelines, fact sheets and policies to inform the future provision, management, and maintenance of Changing Places facilities.

## **Promoting the Changing Places network**

Council should consider appropriate platforms, tools and channels to promote the region's Changing Places network.





## Case study: Changing Places Toolkit, WA

The Changing Places Toolkit, developed by CODE Access Consultants and the Western Australian Local Government Association (WALGA), aims to assist stakeholders, including local governments and private enterprises, to better understand the requirements and accreditation process in providing Changing Places in Western Australia (WA).

Key insights and recommendations from the Changing Places Toolkit include:

### **Audit the path of travel for accessibility when identifying sites**

The Toolkit highlights that accreditation of a Changing Place facility does not include an assessment of the continuous accessible path of travel from the boundary pedestrian entry points, associated buildings onsite, vehicle set down areas and accessible parking bays.

It is recommended that the accessible pathway to the facility be reviewed in the early stages (i.e. planning) to ensure that users can access the facility with ease and that the Asset Owner maximises risk mitigation under the Disability Discrimination Act (DDA).

### **Engage a Registered Assessor early on to avoid surprises down the track**

The Toolkit recommends engaging a Registered Assessor early in planning and design stages to ensure all requirements are accounted for and to ensure maximum functionality. Registered Assessors hold Accreditation with the Access Consultants Association (ACA). Accreditation is granted subject to compliance with the Changing Places Technical Standard as a minimum benchmark.

### **Establish a policy for the management and maintenance of Changing Places**

WALGA's supporting document, Changing Places Risk Planning Guide, includes policy recommendations for local governments to manage and maintain Changing Place facilities. These include:

- Staff of organisations who provide a Changing Place are not to physically assist people to use the facility.
- Changing Places should be placed on the organisation's Asset Management Plan Register to define levels of service and processes used to manage assets.
- Requirement for regular inspection and maintenance of the hoist, battery system and other equipment.
- Requirement for a regular cleaning schedule.
- Appropriate systems to manage and respond to user complaints and feedback about a Changing Places facility.
- Changing Places should be considered as part of an organisations accident/ injury policy and public liability policy.

### **Use various channels to promote Changing Places**

The Toolkit recommends promoting accredited Changing Places facilities through various means including:

- Signage at the location of the Changing Places facility.
- Online marketing through the Changing Places website and National Public Toilet Map.
- Digital promotion, e.g. website, social media, eDMs.
- Information distribution to service providers, e.g. via pamphlet or meeting.

## 14.1 Considerations in delivering Changing Places facilities within Council assets

As a minimum, the following questions should be considered when deciding whether to deliver a Changing Places facility within Council assets. This list is not exhaustive, but can provide useful context to help inform decision-making.

These questions can be considered for both new and existing Council assets.

Does the facility / location have existing or planned infrastructure, services and/or programs for people with a programs for people with disability, including people with high support needs?

E.g. Accessible beach mats; All-Abilities Playground; a ramp into a warm-water program pool.

Would this facility / location trigger the requirement for an accessible adult change facility (AACF) under the National Construction Code (NCC)?

Refer to Section 2.6 (page 18) for NCC requirements.

Is this a facility / location where there has been an expressed community need and/or desire for access to a Changing Places facility?

Would providing a Changing Places facility in this location service multiple public and civic spaces, facilities, events etc and therefore increase accessibility of the broader destination?

What is the role and function of the location? Could this location be served by a portable Changing Places facility?

Population and demographic features

- Is this a location with a relatively high proportion of people with disability, including people with high support needs?
- Is this a location experiencing high levels of population growth?

How would the provision of a Changing Places facility in this location complement the existing network to provide for a diversity of experiences across the Moreton Bay region?

Consider access to tourist destinations, activity centres, aquatic facilities, sport and entertainment venues, transport hubs etc.

Are there any other Changing Places facilities nearby that could possibly service this location?

Is it feasible to deliver a Changing Places facility at this location?

E.g. It is not about to be redeveloped, not constrained by heritage etc

Would providing a Changing Places facility in this location have the potential to stimulate economic development?

E.g. Accessible tourism opportunity.



## 14.2 Indicative costings

The Changing Places design specifications 2020 provides indicative costings for the delivery of Changing Places facilities.

It is noted that the cost of delivering a new Changing Places could vary considerably depending on a range of variables, including:

- Project scope - Whether the Changing Places is being installed into an existing facility or delivered as a new facility. Also, whether it is being installed as part of a larger project (e.g. library refurbishment) or as a stand-alone project.
- Facility type - Whether the Changing Places will be delivered as a fixed or portable facility.
- Existing footprint - Whether or not the existing facility provides sufficient space to accommodate the Changing Places.
- Structural integrity - Whether or not additional works are required to ensure the ceiling will support the hoist.
- Hazardous materials - Whether or not the existing facility contains hazardous materials, such as asbestos, which need to be safely removed before works can commence.
- Heritage implications - Whether or not the building or structure into which the Changing Places is to be installed has heritage significance.
- Connection to services - The condition of existing services and the distance required to connect them to a Changing Places facility.
- Inclusions - Whether or not a shower and/or MLAK-enabled locking system is to be incorporated into the Changing Places.
- Price of materials - Whether or not global supply shortages and disruptions are inflating the price of materials, with a significant increase in prices since 2020.
- Maintenance and ongoing operational costs - Ongoing costs associated with maintaining and operating fixed and portable facilities. For example, a facility at Woorim Beach or within a pool may require a lot more frequent maintenance than a facility within the Caboolture Hub because it will be so much more exposed to salt air / chlorine.



# 15. References

.id. (2023). City of Moreton Bay Community Profile. Retrieved from [profile.id.com.au/moreton-bay](https://profile.id.com.au/moreton-bay)

Australian Building Codes Board. (n.d.). National Construction Code 2022 Volume One, Part F4. Retrieved from [ncc.abcb.gov.au/editions/ncc-2022/adopted/volume-one/f-health-and-amenity/part-f4-sanitary-and-other-facilities](https://ncc.abcb.gov.au/editions/ncc-2022/adopted/volume-one/f-health-and-amenity/part-f4-sanitary-and-other-facilities)

Australian Bureau of Statistics . (2016, 2021). Retrieved from ABS Census 2016 and 2021: [abs.gov.au](https://abs.gov.au)

Australian Institute of Health and Welfare. (2022). The Australian Institute of Health and Welfare's People with Disability in Australia 2022 Report. Retrieved from [aihw.gov.au/getmedia/d4f8b523-a6e9-427f-a88e-31cb1b61dc3b/aihw-dis-81-people-with-disability-in-australia-2022-in-brief.pdf?v=20230605172431&inline=true](https://aihw.gov.au/getmedia/d4f8b523-a6e9-427f-a88e-31cb1b61dc3b/aihw-dis-81-people-with-disability-in-australia-2022-in-brief.pdf?v=20230605172431&inline=true)

Changing Places Australia. (2020). Changing Places Design Specifications. Retrieved from [changingplaces.org.au/sites/default/files/2022-10/Changing-Places-design-specifications-2020-1.pdf](https://changingplaces.org.au/sites/default/files/2022-10/Changing-Places-design-specifications-2020-1.pdf)

Changing Places Australia. (2024, July). Changing Places. Retrieved from [changingplaces.org.au](https://changingplaces.org.au)

Changing Places Australia. (2024). Why Changing Places? Retrieved from [changingplaces.org.au/why-changing-places](https://changingplaces.org.au/why-changing-places)

City of Greater Bendigo. (2017). Greater Bendigo Public Toilet Strategy. Retrieved from [bendigo.vic.gov.au/sites/default/files/2023-10/Greater-Bendigo-Public-Toilet-Strategy.pdf](https://bendigo.vic.gov.au/sites/default/files/2023-10/Greater-Bendigo-Public-Toilet-Strategy.pdf)

City of Moreton Bay . (2022). City of Moreton Bay Corporate Plan 2022 - 2027. Retrieved from [moretonbay.qld.gov.au/files/assets/public/v/2/services/policies/corporate-plan-2022-27.pdf](https://moretonbay.qld.gov.au/files/assets/public/v/2/services/policies/corporate-plan-2022-27.pdf)

City of Moreton Bay . (2022). Tourism Opportunity Plan 2022 - 2027. Retrieved from [moretonbay.qld.gov.au/files/assets/public/v/1/services/business/tourism-opportunity-plan.pdf](https://moretonbay.qld.gov.au/files/assets/public/v/1/services/business/tourism-opportunity-plan.pdf)

City of Moreton Bay. (2018). Disability Access and Inclusion Plan 2018 - 2022. Retrieved from [moretonbay.qld.gov.au/files/assets/public/v/1/services/publications/disability-access-plan.pdf](https://moretonbay.qld.gov.au/files/assets/public/v/1/services/publications/disability-access-plan.pdf)

City of Moreton Bay. (2020). Disability Access and Inclusion Policy . Retrieved from [moretonbay.qld.gov.au/files/assets/public/v/4/services/policies/disability-access-and-inclusion-policy.pdf](https://moretonbay.qld.gov.au/files/assets/public/v/4/services/policies/disability-access-and-inclusion-policy.pdf)

City of Moreton Bay. (2022). Community Wellbeing Strategy 2042. Retrieved from [moretonbay.qld.gov.au/files/assets/public/v/4/services/policies/community-wellbeing-strategy.pdf](https://moretonbay.qld.gov.au/files/assets/public/v/4/services/policies/community-wellbeing-strategy.pdf)

CODE Access Consultants, Western Australia Local Government Association. (2018). Changing Places Toolkit: for facilities in Western Australia.

Data Hub. (2023, September). City of Moreton Bay Data Hub. Retrieved from <https://datahub.moretonbay.qld.gov.au/atassets/8ae38334918e4fdfab380fe643d60fce/explore?location=-27.105144%2C152.928877%2C10.25&showTable=true>

Department of Health and Aged Care. (2023). National Public Toilet Map. Retrieved from [toiletmap.gov.au](https://toiletmap.gov.au)

Office for National Statistics. (2024). Office for National Statistics . Retrieved from [ons.gov.uk](https://ons.gov.uk)

Queensland Government. (2022). Towards Tourism 2032. Retrieved from [dts.qld.gov.au/\\_\\_data/assets/pdf\\_file/0003/1647120/22268-Towards-Tourism-2032-ONLINE-STRATEGY-v5-.pdf](https://dts.qld.gov.au/__data/assets/pdf_file/0003/1647120/22268-Towards-Tourism-2032-ONLINE-STRATEGY-v5-.pdf)

Queensland Government Statisticians Office. (2023). Queensland Government Population Projections 2023. Retrieved from [statistics.qgso.qld.gov.au/qld-regional-profiles](https://statistics.qgso.qld.gov.au/qld-regional-profiles)

Research Institute for Disabled Consumers . (2021). RiDC UK 2021 Survey.

Tourism Research Australia (2024). Travellers with accessibility needs in Australia. Retrieved from: <https://www.tra.gov.au/en/economic-analysis/accessible-tourism-in-australia>

Victorian State Government. (2016). Victorian State Government Changing Places Survey 2016. Retrieved from [providers.dffh.vic.gov.au/sites/default/files/2021-06/Changing%20Places%20Survey%202016.pdf](https://providers.dffh.vic.gov.au/sites/default/files/2021-06/Changing%20Places%20Survey%202016.pdf)

Victorian State Government. (2019). Victorian State Government Changing Places Survey 2019. Retrieved from [providers.dffh.vic.gov.au/sites/default/files/2021-06/Changing%20Places%20Survey%202019.docx](https://providers.dffh.vic.gov.au/sites/default/files/2021-06/Changing%20Places%20Survey%202019.docx)

Victorian State Government. (2023). 2023 Changing Places Funding Round. Retrieved from [vic.gov.au/changing-places-funding-round](https://vic.gov.au/changing-places-funding-round)

Your Say Moreton Bay. (2023). Adult Change Facilities Network Mapping Online Survey. Retrieved from [yoursay.moretonbay.qld.gov.au/adult-change-facilities-network-mapping](https://yoursay.moretonbay.qld.gov.au/adult-change-facilities-network-mapping)

August 2024



