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NDS WA

Changing Places



Survey Results and Analysis

October 2015

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Executive Summary of survey results

The Disability Services Commission (the Commission) has approved the release of \$2 million to assist in the establishment of a state-wide network of Changing Places. The Commission is partnering with the Western Australian Local Government Association (WALGA) and National Disability Services WA (NDS WA) to implement the project. The Commission will fund two thirds of each Changing Place and the local government will fund the final third and ongoing costs.

A collaborative consultation process was undertaken by the Commission, in partnership with National Disability Services WA, in the form of a stakeholder consultation workshop and an electronic survey. These were conducted to assist in determining preferences for Changing Places locations. Participants included users, carers, families and disability service organisations.

Key findings:

- 21 people attended the stakeholder consultation workshop.
- 642 responses were received for the survey.
- The reach of the survey was approximately 75,000+ people.
- Respondents were from both regional and metropolitan WA.
- The majority of respondents to the survey were carers and disability service organisations who will support people with disability to use Changing Places. People with disability made up 20 per cent of the respondents.
- The top five preferred locations for a Changing Place identified by respondents were:
 1. Shopping centres
 2. Central Business District
 3. Airport
 4. Beach
 5. Entertainment areas
- Respondents overwhelmingly supported people with disability of any age who need to use a change table (with or without hoist) as being eligible to access a Changing Place. Older people with continence needs and people with medical continence needs also rated highly in the survey.
- Respondents predominantly thought eligibility to access a Changing Place should be determined by a doctor, although Allied Health Professionals and Disability Service Providers also ranked highly.
- Overall respondents felt locking Changing Places was appropriate and there was a high level of support for an electronic key system.
- Major concerns about locking Changing Places included:
 - Reliability of electronic key system
 - Ease of use
 - Tourists access to electronic keys
 - Emergency responses and procedures that will be in place
 - A system to record who has accessed the Changing Place in case of misuse
 - Who and how will electronic access keys be distributed

Introduction

The Commission has approved the release of \$2 million to assist in the establishment of a state-wide network of Changing Places. The Commission is partnering with the Western Australian Local Government Association (WALGA) and National Disability Services WA (NDS WA) to implement the project. The Commission will fund two thirds of each Changing Place and the local government will fund the final third and ongoing costs.

The WA State Government is the first government in Australia to commit a significant amount of capital specifically towards Changing Places. Investment in Changing Places aims to increase access, inclusion and participation for people with disability in the community.

Collaborative Consultation

As part of a collaborative consultation process the Commission, in partnership with NDS WA, held a Changing Places User and Disability Service Providers consultation session on 22 May 2015.

In total 13 people attended representing the following organisations:

- People with Disability
- Headwest
- Carers WA
- National Disability Services
- Multiple Sclerosis WA
- Inclusion WA
- Brightwater
- Rocky Bay
- Interchange
- Life without Barriers
- Intework

A total of eight carer representatives and service users were also in attendance.

Presenters provided an overview of the Changing Places project. Attendees were then asked to consider a number of factors associated with the project namely, preferred location, access processes and eligibility to use a Changing Place.

Given the low number and metro-centric representation of attendees at the User and Disability Service Provider consultation session it was determined further consultation with a wider audience was required.

A survey was developed in conjunction with NDS WA based on information from the consultation session. However, respondents were also given the opportunity to provide further comments to most of the questions. Respondents were also invited to subscribe to updates about the project via the Commission's Changing Places Communique.

The survey was open for responses from the 16 August 2015 to 18 September 2015 and was initially administered via NDS WA to people with disability and disability sector organisations. Those organisations targeted included:

- Therapy Focus Inc.
- Nulsen
- Citizen
- Diversity South Inc.
- Visibility
- Kira Incorporated
- My Place Foundation Inc.
- Adventist
- Rise Network Inc.
- Orion Services WA Pty Ltd
- Rise Network Inc.
- Good Samaritan Industries
- Future Living Trust
- Atlas (Access to Leisure and Sport)
- Kimberley Personnel Inc.
- Uniting Care West
- MS Australia
- Seventh-Day Adventist Aged Care (WA) Ltd
- TIS
- Anglicare WA
- Brightwater Care Group
- Essential Personnel
- Valued Independent People
- Activ Foundation Inc.
- WA Blue Sky Inc.
- Great Southern Personnel
- Ability Centre
- Companion Card holders

The Commission also administered the survey to its Count Me In Ambassadors, Local Area Coordinators and the following organisations:

- Home and Community Care
- WA Ostomy Association
- Headwest Brain Injury Association of WA Inc.
- Local Area Coordinators
- PEBBLES
- Continence Management and Support Scheme
- PWD WA
- Autism Association WA
- Changing Places Consortium UK
- Ethnic Disability Advocacy Council
- Spine and Limb Foundation
- Riding for the Disabled
- Rocky Bay
- Independent Living Centre
- Life without Barriers
- Senses WA
- WA Disabled Sports Association
- Changing Places Australia

In an effort to directly target people likely to use a Changing Place, the Commission advised recipients of continence aids, of the survey in all outgoing orders during the open period of the survey. This had a potential reach of 11,000 people.

The project team built on linkages with the wider community and was able to utilise connections with the Changing Places Access to Premises Petition Group. This is a group of 43,794 members who recently signed a petition via Change.org lobbying for the Access to Premises Review to include Changing Places as part of the National Building Standards. This national group provides useful insight as the eastern states have a number of Changing Places already. Further to this, wide distribution of the survey profiles the project within the disability sector. The project team also developed a Communique using Mail Chimp which currently has 200+ subscribers.

This process gathered further feedback for the project, captured people's opinions and ideas and informed the project stakeholders on their preferred locations of Changing Places.

Changing Places – Survey

The survey was open for responses from the 16 August 2015 to 18 September 2015.

642 responses were received with respondents ranging from a mix of regional and metropolitan locations across WA.

Survey responses

Question 1 - Can you tell us which suburb you live in?

The top five locations respondents live are as follows:

Albany	27
Toodyay	19
Bunbury	15
Mandurah	15
Geradlton	9

Figure 1 - Location of respondents - count

The locations of respondents was broad and covered metropolitan, regional and rural/remote WA. This suggests respondents wish to see Changing Places in a variety of locations across the state.

Question 2 - Which stakeholder group do you belong to?

There were a total of 639 respondents to this question. The majority of respondents were family members or carers of people with disability. People with disability were strongly represented throughout the survey.

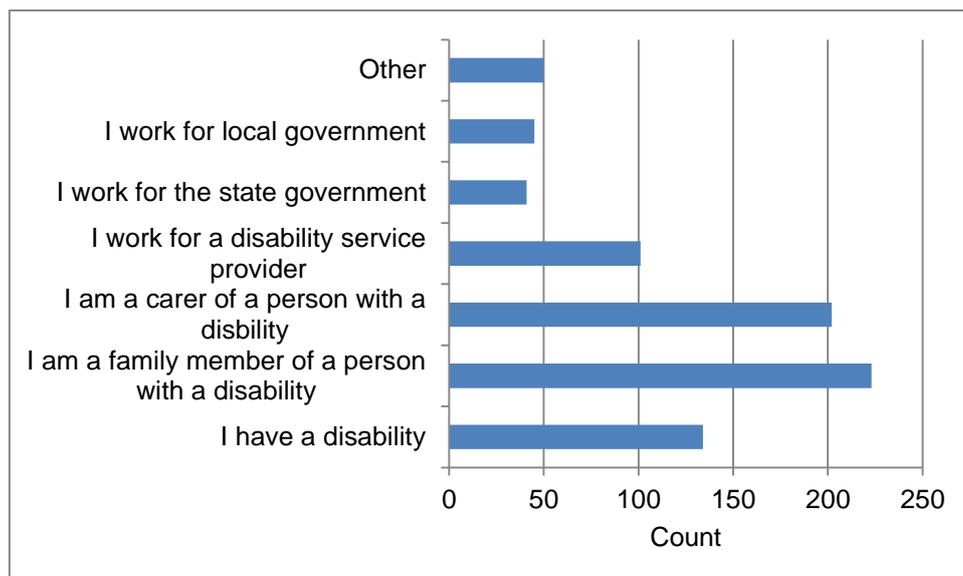


Figure 2 - Stakeholders – Counts – Bar Graph

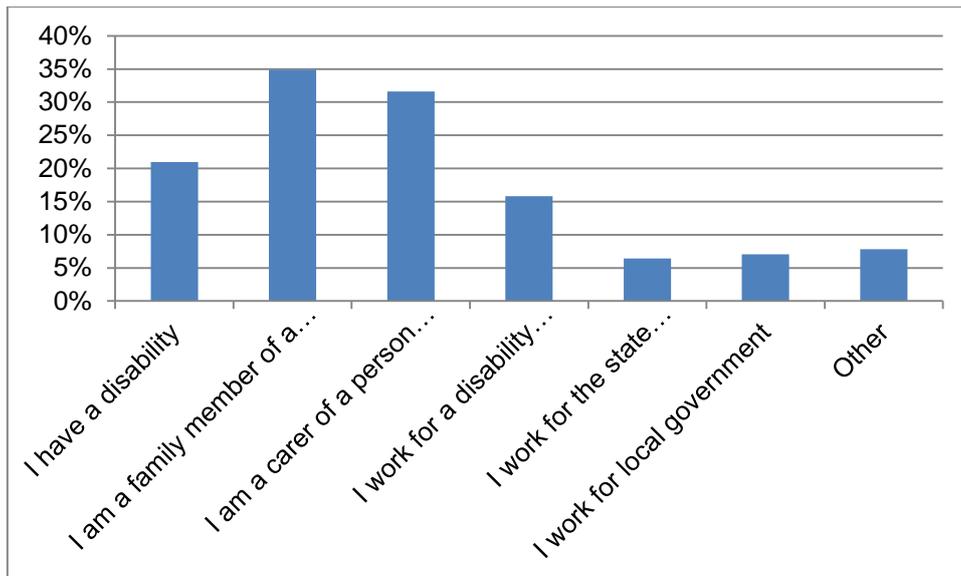


Figure 3 - Stakeholders counts – percentage

Answer choice	Percentage	Count
I have a disability	21%	134
I am a family member of a person with a disability	35%	223
I am a carer of a person with a disability	32%	202
I work for a disability service provider	16%	101
I work for the state government	6%	41
I work for local government	7%	45
Other	8%	50

Figure 4 - Stakeholders - Counts

Responses for the 'other' answer choice included:

- Access consultant
- Concerned community members
- Volunteers at organisations
- Friends of people with disability
- Seniors concerned about their future
- Disability research workers

Question 3 - Will you support a person/s to or use a Changing Place yourself?

There were 599 responses to this question with approximately three quarters of respondents assisting people with disability to use a Changing Place and a quarter using a Changing Place themselves.

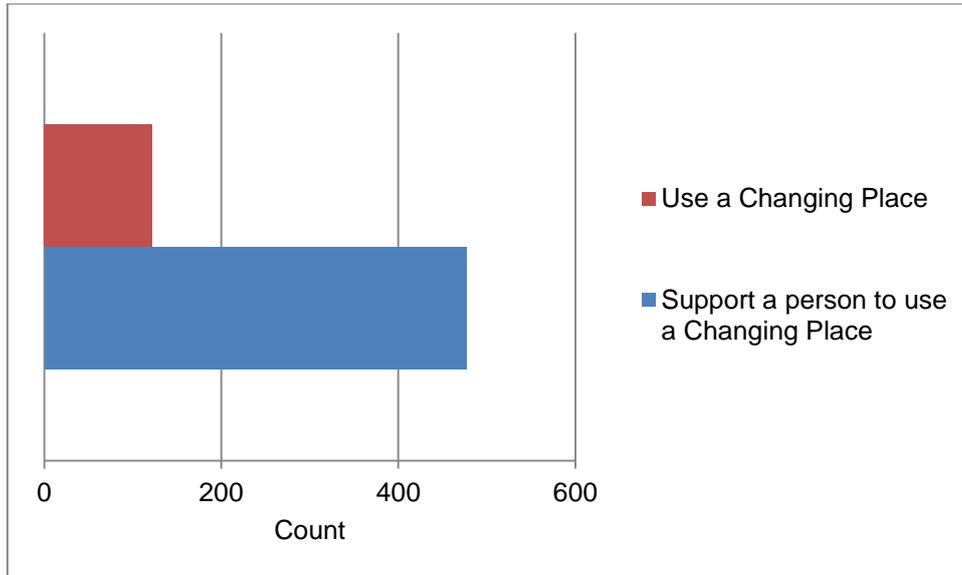


Figure 5 - User type count - bar graph

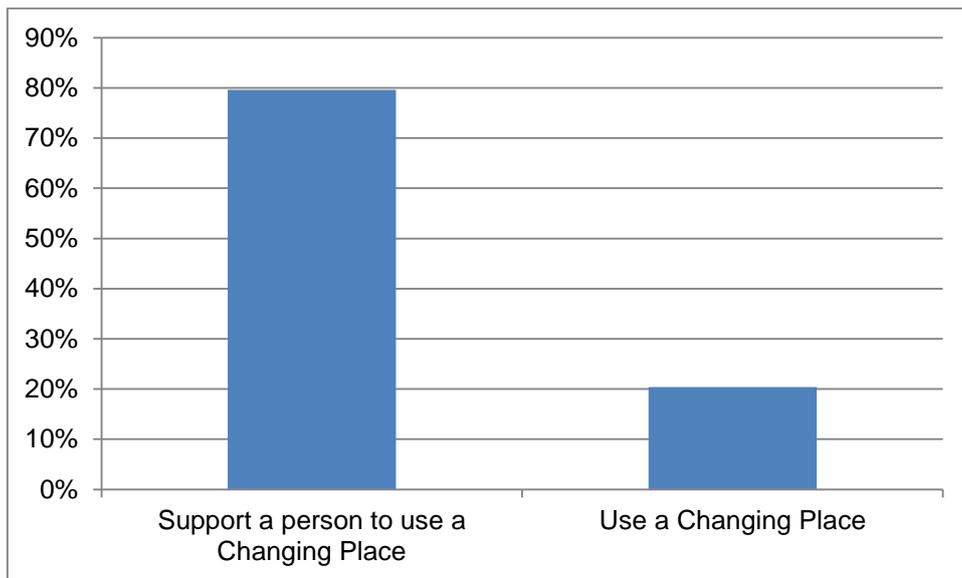


Figure 6 - User type – percentage

Answer Choice	Percentage	Counts
Support a person to use a Changing Place	79.63%	477
Use a Changing Place	20.37%	122

Figure 7 - User count

Question 4 - Please tell us your top five preferences for where you think a Changing Place should be built and why.

As qualitative responses were received for this question, data was grouped on a like-for-like basis. Responses from all five preferences were counted. In total, 398 people responded to the question however, it appears many people answered with their first preference and responses steadily declined to the final preference.

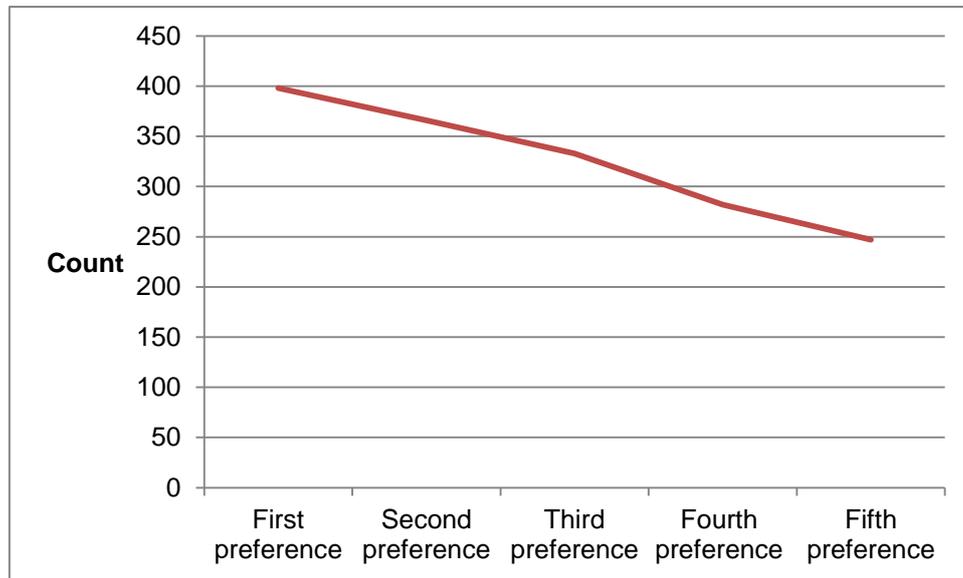


Figure 8 – Preferred Locations

Response choices	Count
First preference	398
Second preference	366
Third preference	333
Fourth preference	282
Fifth preference	247

Figure 9 - Preferences Counts

The following table outlines the top 10 location responses regardless of the respondent's preference. They have then been ranked in order of most popular location. The comments section outlines what has been counted.

Rank	Location	Count	Comments
1.	Shopping centres	275	Count includes 'shopping centres' and specified shopping centres i.e. Karrinyup. Count too low for individual shopping centres to be statistically significant.
2.	CBD	97	Count includes specified areas within the CBD i.e. Hay Street Mall. Does not include Perth train stations.
3.	Airport	84	Count includes both domestic and international

4.	Beach	71	Count includes specified and generalised responses. Locations include: South Cottesloe, Leighton Beach, Hillarys Marina, Rockingham Beach Front, Middleton Beach, Scarborough Beach, Cable Beach, Coogee and City Beach.
5.	Entertainment areas	70	Locations include: His Majesty's Theatre, Crown Casino, Melville Superbowl, Northbridge, WA Museum, State Theatre, State Library, Perth Art Gallery, Scitech, Perth Convention Centre, Leederville, Claremont Showgrounds, Perth Concert Hall, Elizabeth Quay, restaurants and Perth Cultural Centre
6.	Transport hubs	63	Count includes train stations generally and specifically named locations. Perth Train Station featured highly.
7.	Fremantle	61	
8.	Cinemas	60	Count includes cinemas generally and specifically named locations
9.	Regional	58	Collie - 4 South Headland - 1 SW Hwy – 5 Derby - 2 Busselton - 9 Bunbury - 37
10.	Parks	50	Count includes, outdoor parks, indoor fun parks and all ability play areas

Other locations which featured strongly included Perth Zoo, Perth Arena, major sporting venues, Rottnest Island and Kings Park.

Question 5 - Do you have any comments about the distance between Changing Places?

There were 220 responses to this question and 422 respondents skipped it.

Major themes extracted from the data include:

- Respondents wanting to see Changing Places in both metropolitan and regional WA
- A number of respondents want to see Changing Places on major highways as they often travel to specialist services in the metropolitan area
- Many respondents felt all major shopping centres should have a Changing Place as these are evenly distributed in the metropolitan area and many regional towns have a shopping hub
- A number of respondents felt Changing Places need to be built as part of all public toilets

Question 6 - Who should be able to use a Changing Place?

There were 401 responses to this question. Respondents overwhelmingly supported people with disability of any age who need to use a change table (with or without hoist) as being eligible to access a Changing Place. Older people with continence needs and people with medical continence needs also rated highly in the survey. Other people that were suggested as eligible for access to use a Changing Place include:

- People receiving palliative care
- People with disability who do not need the equipment in a Changing Place but do need the space
- Pregnant women
- Anyone with continence issues that may need space and equipment to change clothes

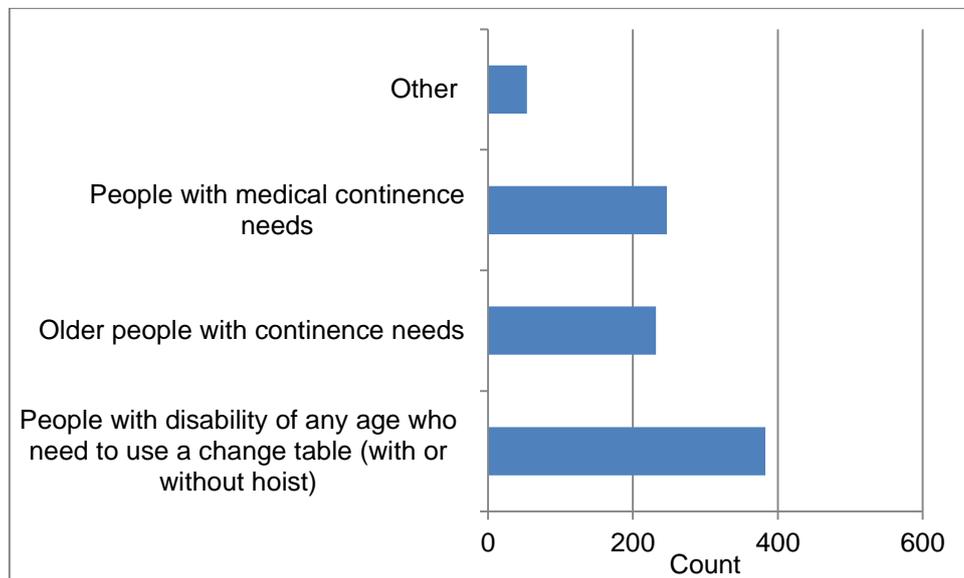


Figure 10 - Who should use a Changing Place – Counts – Bar Graph

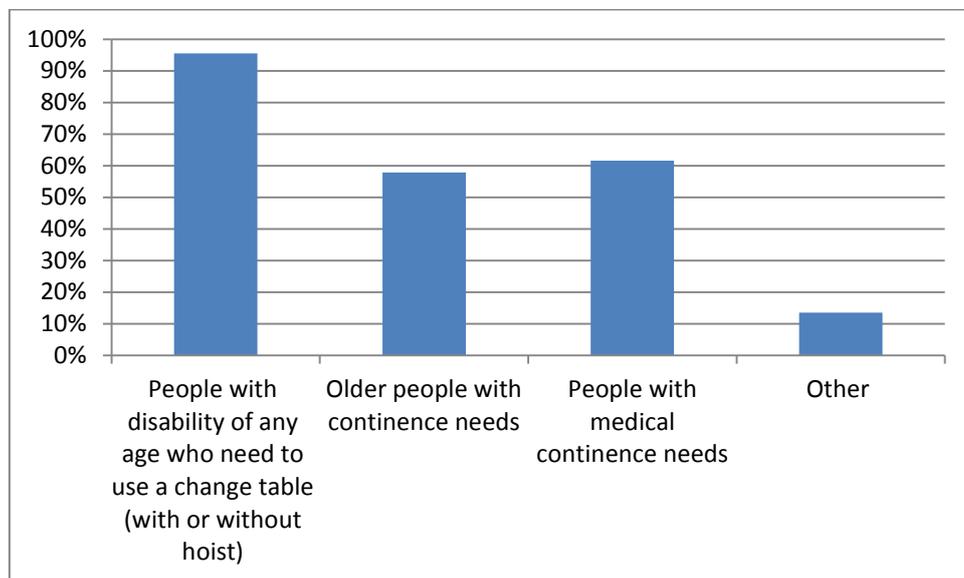


Figure 11 - Who should use a Changing Place by percentage

Answer Choices	Percentage	Count
People with disability of any age who need to use a change table (with or without hoist)	95.51%	383
Older people with continence needs	57.86%	232
People with medical	61.60%	247

continence needs		
Other	13.47%	54

Figure 12 - Who should use a Changing Place - Counts

Question 7: Who should determine if you are eligible for a Changing Places electronic key card?

Of the 398 responses, 263 people thought eligibility to access a Changing Place should be determined by a doctor. This is at odds with the narrative throughout the survey which suggested minimising the ‘red tape’ involved in the application process and avoiding a medical approach of disability. However, Allied Health Professionals and Disability Service Providers also ranked highly as being able to determine who has access to a Changing Place.

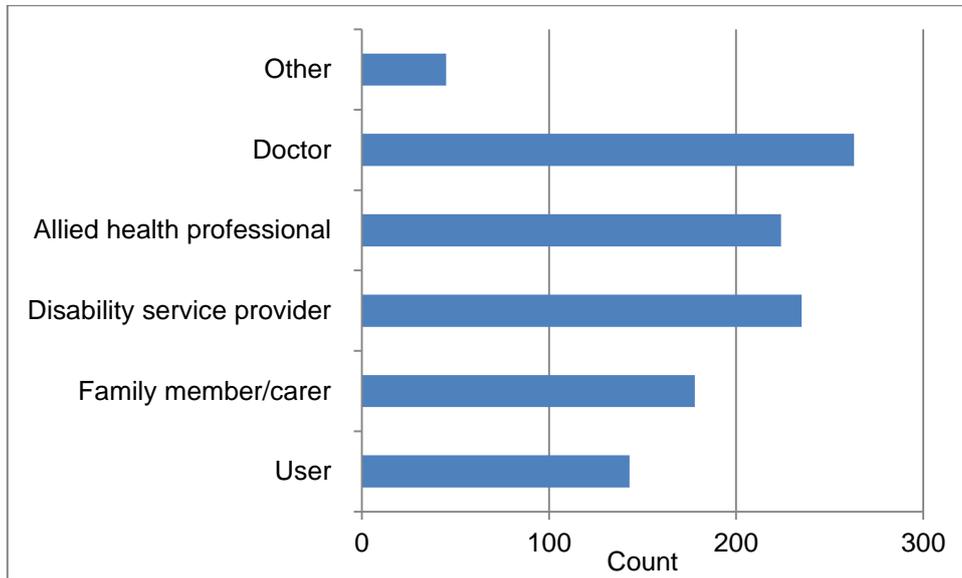


Figure 13 - Eligibility - Counts - Bar Graph

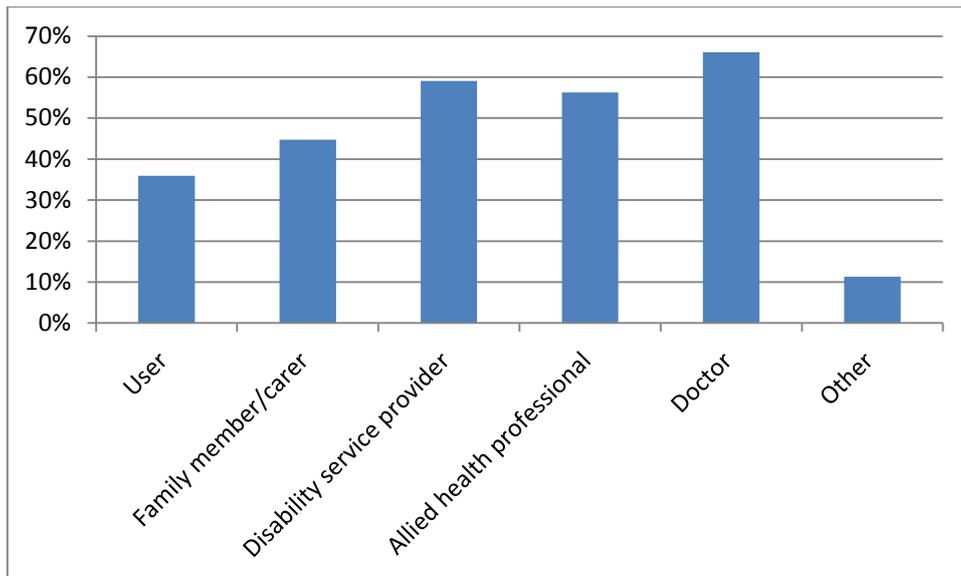


Figure 14 - Eligibility by Percentage

Answer Choice	Percentage	Counts
User	35.93%	143
Family member/carer	44.72%	178
Disability service provider	59.05%	235
Allied health professional i.e. Social Worker, Physiotherapist etc.	56.28%	224
Doctor	66.08%	263
Other	11.31%	45

Figure 15 - Eligibility - Counts

Responses for the 'other' answer choice included:

- Disability Services Commission
- Local Area Coordinators
- Community service provider (eg Ostomy WA)
- Same process as for Accessible Parking Permit
- Specialist
- City council
- Nurse Continence Advisor
- Same process as for Companion card holders

Question 8 - Have you any major concerns with locking Changing Places?

Response type	Count
Total responses	263
Specific responses of yes or no	208
No	196
Yes	12
Indirect responses i.e. did not answer the	55

Figure 16 - Locking Changing Places - Count**Comments**

There were no significant concerns with locking Changing Places. The following key themes were extracted from the survey:

- Overall respondents were very receptive to an electronic access card over an Master Locksmith Association Key (MLAK).
- The majority of respondents said they did not have a problem with Changing Places needing to be locked and understood that not locking them could lead to vandalism etc.
- Respondents suggested more than one card is issued per user so carers, parents and the user all have a card.
- There was general concern about accessing a Changing Place if someone lost or forget their card.
- Others were concerned about people being denied access if Changing Places are locked.
- Some respondents felt that if a Changing Place was supervised 'properly' it shouldn't need to be locked.

Other comments included:

- The key system needs to be easy to use, reliable and easy to obtain for the people who really need it.
- Keys need to be made easily available to tourists.
- Emergency responses and procedures need to be in place if someone locks themselves in.
- Users need to be able to gain access if a key is misplaced.
- Signage needs to be appropriate.
- An electronic key card is easiest to use.
- A backup system needs to be in place if the locking system fails
- The need for a system to record who has accessed Changing Places in case of misuse.

Question 9 - Do you know of any existing adult changing facilities that need promotion?

A recent audit conducted by the WALGA on behalf of the Commission identified 22 adult changing facilities within WA. Adult changing facilities differ from Changing Places. There is not a uniform approach to building the facilities, people with disability, their families and carers cannot be certain that the appropriate layout and fit out will be supplied in each location.

Of the 373 respondents to this question, only 38 were aware of existing adult changing facilities. This is significant and suggests adult changing facilities are not being promoted for use unless individuals are patrons of the location they are situated i.e. leisure centres.

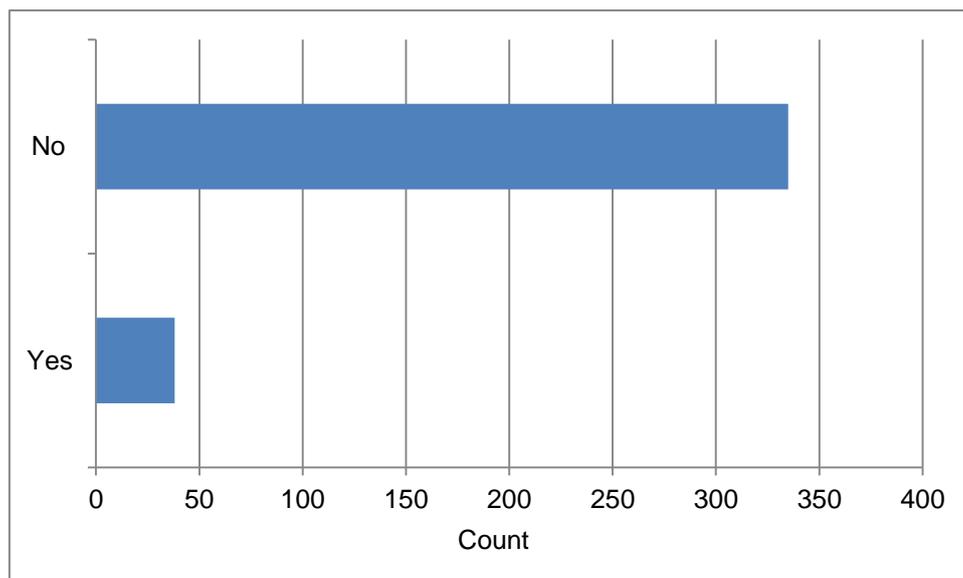


Figure 17 - Knowledge of Adult Changing Facilities - Count Bar Graph

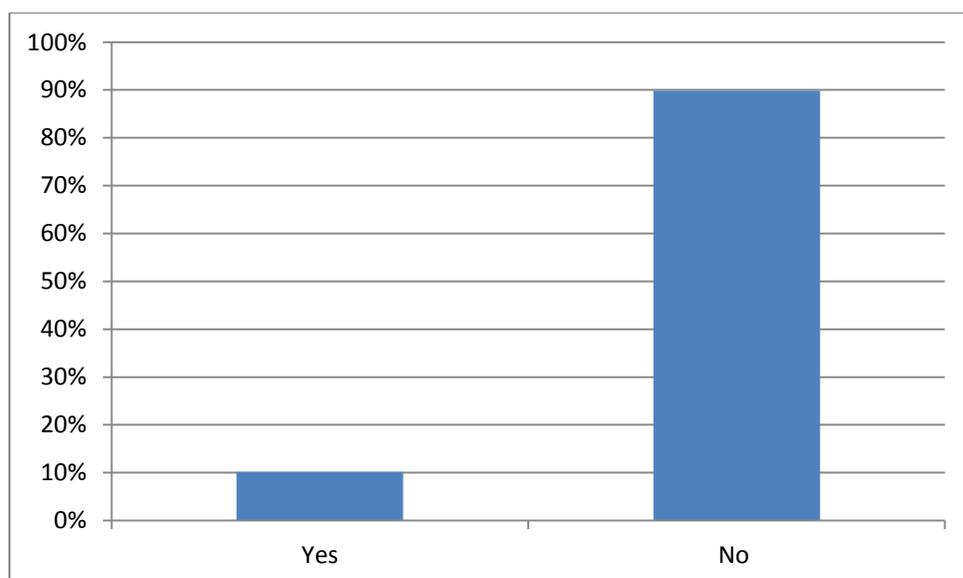


Figure 18 - Knowledge of Adult Changing Facilities – Percentage

Response	Percentage	Count
Yes	10.19%	38
No	89.81%	335

Figure 19 - Knowledge of Adult Changing Facilities – Count

Question 10 - If yes, please provide the following information.

Based on the responses it appears respondents were confused about this question. It is thought respondents were stating where and what they wanted in the locations named.

Only those which provided the information requested about adult changing facilities have been included below.

Suburb	Location	Equipment
Joondalup	Joondalup Arena	Poor change table and hoist required
Perth City	City Rest Centre – Perth Train Station	Shower but with associated cost
East Victoria Park	Aqualife Leisure Centre	Hoist and change table
Riverton	Riverton Leisureplex	Has adult change table but hoist not working
Bunbury	Bunbury Wildlife Park	No hoist, but does have a full length change table.
Geraldton	Geraldton Aquarena	No details provided
Belmont	Belmont Oasis Leisure Centre	Table, portable hoist/no sling
North Perth	Beatty Park Leisure Centre	Adult change table, ceiling hoist, slings, water wheelchair
Bunbury	Koombana Bay beach toilet complex	Large new toilet and shower, adult change table, lots of room!

Question 11 - Do you have anything further to add about Changing Places or adult changing facilities?

There were 185 responses to this question. Of these, 81 had nothing further to add.

Themes of those who did respond included:

- Significant support in the community for Changing Places project
- Electronic key system well supported and MLAK confirmed as not being popular
- Questions as to why Changing Places are not part of the Access to Premises Standards
- Concerns about the following:
 - keeping Changing Places clean and equipment well maintained
 - who accesses them
 - appropriate signage
 - emergency access/egress

Some suggestions included:

- The state government offer a subsidy for private business e.g. shopping centres, to install Changing Places.
- Electronic access cards should have a built in expiry or cancellation mechanism to ensure that those who need it continue to have access.
- Having a three year online renewal option for access with cards only containing a reference number and a disclaimer on back that states the card user has right to use room.
- Some people with leg bags don't require a Changing Places toilet but they do require a drain in the floor of the toilet so that they can empty the bag. This might be a potential consideration for the Changing Places standards in the future.
- Suggestions to promote Changing Places include:
 - information pamphlets
 - posters

Question 12 - Would you like to receive updates about Changing Places via email?

Respondents wishing to receive email updates about the project will be added to the project's Mail Chimp Communique distribution group.

Answer Choices	Responses percentage	Reponses Count
Yes	64.10%	241
No	35.90%	135

Conclusion

The collaborative consultation process undertaken by the Commission, in partnership with NDS WA, provided valuable information to assist in determining the preferred locations for Changing Places locations across the state. Over 600 survey responses were received, revealing that people with disability, their families and carers feel that the provision of appropriate bathroom facilities is essential.

Comments received through the survey demonstrated substantial support for increasing inclusion and participation of people with disability in all areas of life. In particular, there was strong emphasis on providing Changing Places in key tourist and recreation locations to encourage people with disability, and their families or friends, to engage in their local communities and also to travel throughout WA. Respondents recognised that providing Changing Places at key transport hubs such as railway stations and airports would further increase opportunities for people with disability to travel and participate in the community.

The level of engagement and contribution to the development process of the initiative has been truly collaborative and will inform well designed and appropriately located Changing Places that meet user's expectations, are safe and accessible and foster community participation.