

16 January 2019

Ms Liz Reid and Mr Simon Burchill
Physical Disability Australia Ltd
PO Box 345
Toowong QLD 4066

Dear Ms Reid and Mr Burchill

The Scourge of Locked Accessible Toilets

Thank you for your letter regarding improved access for people with physical disabilities in Albury dated 15 January 2019. The letter has asked AlburyCity to address two points:


1. *We ask that you confirm to us in writing that you are following the January 2017 guidelines and leaving the MLAK equipped wheelchair accessible toilets noted above open while the general entry toilets are available; and*
2. *We would like to see the MLAK locks permanently removed from your wheelchair accessible toilets.*

Council is in the process of developing a draft Public Toilet Strategy. This strategy will guide the distribution of public toilets and outline a capital improvements plan for upgrading public toilets.

In response to point one, AlburyCity has three MLAK facilities which are open during daylight hours and locked at night: The QEII Square (Olive Street) facility, the Albury Botanic Gardens (Wodonga Place) facility and the Norris Park Oval facility (Crawshaw Crescent). Other public toilets at sporting complexes are open for ground usage events.

The draft strategy will also review where public toilets should be placed which will be open 24 hours per day. The draft strategy will propose to have one public toilet that is fully compliant with DDA requirements at the time of construction in the following three locations: Albury CBD, Lavington CBD and Thurgoona. These toilets will not require use of an MLAK key.

In relation to point two, the permanent removal of the MLAK locks from the existing wheelchair accessible toilets is not in-line with Council's draft Public Toilet Strategy as outlined above. It is proposed that the number of MLAK facilities will be increased throughout the City. Retaining the MLAK system will allow people with keys to access these facilities after closing time and would be advantageous for people with disabilities.



The draft Public Toilet Strategy is scheduled to be presented to Council in March for consideration and then placed on public exhibition for community comment. You will be notified when the draft strategy is on public exhibition for your review.

AlburyCity is in the process of updating the ToiletMap website to ensure that information is not confusing and is accurate.

AlburyCity recognises the importance of ensuring that toilets are accessible for everyone, no matter what their situation and we will continue to work towards ensuring that our city is accessible to all. For further information regarding MLAK toilets please contact Team Leader Parks and Recreation, David Armstrong 02)6023 8706 or darmstrong@alburycity.nsw.gov.au.

Yours faithfully



Frank Zaknich
General Manager