

4 April 2019

Mr Simon Burchill  
Manager  
Physical Disabilities Australia  
PO Box 345  
TOOWONG QLD 4066

**RE: THE SCOURGE OF LOCKED ACCESSIBLE TOILETS**

Dear Simon,

I am writing in response to your letter dated 25 March 2019 to Snowy Valleys Council.

In your letter you raised the following issues

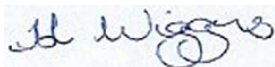
1. The disabled toilet in Fitzroy Street being closed during the day and;
2. The issues of toilets being locked after hours and the use of MLAK keys.

Council has investigated the issues and can advise the following actions to improve access to amenities and facilities for people with a disability in Snowy Valleys Council.

- We are reviewing our processes and times for the unlocking and locking of amenities and facilities.
- All amenities and facilities will be unlocked in daylight hours.
- Location of other suitable amenities and facilities will be displayed on each one.
- Hours of locking and unlocking will be displayed on each amenity.
- We will investigate not locking toilets at all.
- Revising the accessibility map and updating the physical disability toilets location and hours in Snowy Valleys Council.

We thank you for bringing this matter to our attention.

If you require any further information please do not hesitate to contact me.



Tracy Wiggins  
**DIVISION MANAGER COMMUNITY SERVICES**