

Guidelines Governing use of the Changing Places Trade Mark

1. Introduction

- (a) The Changing Places Trade Mark set out in Schedule 1 (Trade Mark) is owned by the State of Victoria through its Department of Health and Human Services (Trade Mark Owner).

The Trade Mark is used in relation to publicly accessible toilets or bathrooms that meet a higher building standard than current accessible toilets to meet the needs of those with high support needs and complex disabilities (Changing Places Toilets).

(a) Changing Places Toilets are larger-than standard accessible toilets designed to meet the needs of people with high support needs and complex disabilities. Each Changing Places Toilet features:

- a centrally located peninsula toilet
- a height adjustable adult-sized changing table
- a tracking hoist system and
- additional space for two carers in a safe and clean environment.

(b) Changing Places Toilets were first introduced in the United Kingdom in 2006, where there are now over 1000 located in shopping centres, tourist attractions, airports and other major public spaces across the United Kingdom.

(c) Changing Places became a British Standard in 2009 and is widely acknowledged as best practice against existing building codes. The Changing Places concept is a proven model for improving social inclusion for people with severe disabilities.

(d) The first official Changing Places Toilet built in Australia opened in September 2014 at Ringwood Lake, Victoria. Changing Places Toilets are now located across Australia at sites including the Melbourne Cricket Ground, Melbourne Zoo and the St Kilda Lifesaving Club.

- (b) The Trade Mark Owner has responsibility for authorizing the use of the Trade Mark, The Trade Mark Owner may delegate this responsibility to certifiers approved by the Trade Mark Owner (Approved Certifiers), who may then authorize use of the Trade Mark on behalf of the Trade Mark Owner.
- (c) The Trade Mark conveys to the public that those public toilets displaying the Trade Mark meet specific applicable specifications applying to Changing Places Toilets. **The Trade Mark may only be applied to those facilities which have been accredited as Changing Places Toilets (as compared with other public accessible toilets).**

2. Applicable Specifications

- (a) Changing Places Design Specifications means the documentation setting out the design standards, codes and requirements that each Changing Places Toilet must meet to obtain authorisation to use the Trade Mark. The Changing Places Design Specifications include those standards, codes and requirements set out in Schedule 2.

- (b) The Trade Mark Owner may update the Changing Places Design Specifications from time to time. The current Applicable Specifications will be made available at <https://changingplaces.org.au>.

3. Approved Users

- (c) The Trade Mark Owner may delegate approving use of the Trade Mark to its Approved Certifiers. The Trade Mark Owner will only do so if it is satisfied that the Changing Places Assessor is capable of ensuring that users approved to use the Trade Mark (Approved Users) do so in accordance with these Guidelines, including in accordance with the Changing Places Design Specifications.
- (d) If applicable, the Trade Mark Owner will keep and maintain a list of all Approved Users and make this list publicly available at <https://changingplaces.org.au>.

4. Approved Users

- (e) Any person may apply in writing to the Trade Mark Owner, or to an Approved Certifier, to for authority to use the Trade Mark.
- (f) An Approved Certifier will grant an applicant the right to use the Trade Mark provided that the applicant has meet, and continues to meet:
 - (i) the requirements set out in the Changing Places Design Specifications and
 - (ii) the conditions for use of the Trade Mark detailed in Schedule 3 (Trade Mark Use Specifications).

5. Conditions of use of the Trade Mark by the Approved User

- (g) The Trade Mark is an important indicator to the public that a particular public toilet meets the exacting standards required of a Changing Places Toilet. Consistency in use of the Trade Mark is vital to ensure that the Trade Mark remains a recognizable indicator of a Changing Places Toilet.
- (h) The Approved User may only use the Trade Mark in accordance with the Trade Mark Use Specifications.
 - (i) the Trade Mark may only be used by Approved Users in relation to Changing Places Toilets as approved by the Trade Mark Owner or an Approved Certifier.
 - (j) the Trade Mark may be used in publications, articles, brochures to indicate that a particular toilet is an approved Changing Places Toilet.

6. Termination or Suspension

- (a) The Trade Mark Owner will suspend or terminate the right of any Approved User to use the Trade Mark if the Approved User is no longer meeting the requirements set out in these Guidelines, including in relation to the Changing Places Design Specifications and the Trade Mark Use Specifications.
- (b) The Approved User has the right to appeal any decisions of the Trade Mark Owner or the Approved Certifier to suspend or termination the right to use of the Trade Mark to the Trade Mark Owner. However, the right to use to Trade Mark will remain under suspension or termination during any such appeal process.

Schedule 1 Trade Mark

AU Trade Mark registration 1815094



Class 43:

Provision of changing room facilities (incorporating shower and toilet facilities)

Class 44:

Provision of shower and toilet facilities (incorporating changing room facilities)

Schedule 2 – Changing Places Design Specifications

Only toilets which meet Changing Places Design Specifications and which have been accredited as a Changing Places Toilet can use the Changing Places Trade Mark.

The Changing Places Design Specifications are outlined in the *Changing Places design specifications 2020*. Updated Changing Places Design Specifications are found at the following website: <https://changingplaces.org.au>.

Schedule 3 – Trade Mark Use Specifications

Signage



Only toilets which meet Changing Places Design Specifications, and which have been accredited as Changing Places facilities can use the Changing Places Trade Mark and signage.

Signage displaying the Changing Places name and symbol assists users to identify where a Changing Places facility is located.

Signage for Changing Places doorways or entrances

As accessible toilets, signage for Changing Places must meet compliance requirements of the Building Code of Australia, and the Disability (Access to Premises — Buildings) Standards 2010.

Signage is to be located on the wall on the latch side of the door, between 50mm and 300mm from the architrave and between 1200mm and 1600mm Above Finished Floor Level (AFFL).

Signs inside a larger venue

When a Changing Places facility is situated inside a larger venue such as a shopping centre or a public park, consideration should also be given to displaying additional Changing Places signage to demonstrate the exact location of the Changing Place. It is recommended that signs be posted on nearby street signage, site entrances and then at regular intervals along a clear route to the Changing Places facility.

Larger venues with greater numbers of visitors should also consider displaying signage overhead too so that it is visible when crowds fill the area nearby other toilets, then either of the Changing Places symbols (reproduced below) should be displayed alongside all the usual toilet symbols, including that of other accessible toilets. As each Changing Places symbol is not always recognised by everyone, you may want to add the words "Changing Places" underneath.



Changing Places symbols

To receive this publication in an accessible format phone (03) 9096 8091, using the National Relay Service 13 36 77 if required, or email changingplaces@dhhs.vic.gov.au

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

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ISBN 978-1-76069-680-1 (pdf/online/MS word)