

[This template was developed by Trans Justice Sydney in April 2025. It provides text you can use to provide feedback to venues when no all-gender bathroom is available. Please customise the template as needed, add your name and contact details at the end if desired, and delete this instructive text before sending]

To whom it may concern,

I'm writing to provide feedback on bathroom inclusivity at your establishment.

I noticed there weren't any all-gender bathrooms available and want to provide information on why all-gender bathrooms are needed, in addition to recommendations about how to create them.

What are all-gender bathrooms?

All-gender toilets are for people of any gender. Notably, all-gender bathrooms are not the same as unisex accessibility toilets. The term 'unisex' only acknowledges two genders- men and women- and thus excludes non-binary people (who are not exclusively either men or women). Additionally, people without accessibility needs should not be forced to take space away from people with accessibility requirements.

The significance and benefits of all-gender toilets

All-gender bathrooms benefit a range of communities, including:

- a) People who would usually use women's toilets, given the higher wait times for women's bathrooms compared to men's. Studies show that all-gender bathrooms can substantially reduce wait times for people who ordinarily use women's bathrooms.
- b) Parents and caregivers who are supporting a child of a different gender.
- c) People with disabilities entering with a carer who is a different gender.
- d) Trans and gender diverse people. Notably, many trans and gender diverse people experience UTIs, dehydration and kidney problems from a lack of inclusive toilet options. They also face violence and harassment in gendered toilets.

How to create all-gender toilets

You don't need to wait for new bathroom facilities to be built to make them all-gender.

Creating all-gender toilets can be as simple as converting current multi-stall and single-stall bathrooms into all-gender facilities and installing new signage. Sample signage for all-gender toilets is available via TransHub, a trans and gender diverse equity arm of the organisation ACON: <https://www.transhub.org.au/allies/bathrooms>

Using Braille and tactile signage makes signage more accessible. Additionally, signage should indicate what is in the bathroom (for example, a sit-down toilet, or urinals and sit-down toilets) so people can choose which bathroom they'd like to access.

If there is a preference amongst the women who use your facilities to have their own multi-stall bathroom, a solution is to leave the current women's multi-stall toilet as is and turn the men's multi-stall toilet into an all-gender bathroom.

Moving forward, it is considered best practice for new builds to be constructed in accordance with the principles of universal design, including all-gender single-use toilets that are accessible and inclusive to everyone.

Change management

We understand the move to all-gender facilities may involve people unlearning and re-learning new norms around bathroom access. We would thus recommend educating staff about the change and the reasons for it so they are equipped to answer questions or feedback from patrons. You may consider installing signage inside cubicle doors to inform the public of the change and the benefits of it, and/or include a QR code that users can scan to access a page on your website that explains the shift.

While all-gender toilets might seem like a big change, many venues in Australia already have all-gender toilets, including the Museum of Contemporary Art in Sydney, NSW, which has an all-gender multi-stall facility. Additionally, locales like Denmark, Sweden and Norway are rapidly shifting to all-gender facilities. All-gender facilities are also the norm in Copenhagen.

Thank you for taking the time to consider this feedback. Creating all-gender toilets will facilitate more inclusive and equitable environments for all who use your facilities.

Kind regards,

[Insert your name and contact details if you would like to be identified and contactable by the organisation/institution/venue]