



Country Women's Association of NSW
Incorporated in 1931 by an Act of NSW Parliament
Constituent Society of the Associated Country Women of the World

Thursday 17 April 2025

Dr Amanda Cohn MLC
Chair, Portfolio Committee No. 8 – Customer Service
Inquiry into Public Toilets in NSW
NSW Parliament
Macquarie Street
SYDNEY NSW 2000

RE: Country Women's Association of NSW – Response to Questions on Notice: Inquiry into Public Toilets

Dear Dr Cohn,

Thank you for the opportunity for representatives Mrs Heidi Mortimer and Mrs Judy Finlay from the Country Women's Association (CWA) of New South Wales to appear before the Committee as part of its inquiry into public toilets. We appreciated the opportunity to provide further context to our submission and to amplify the voices of women from across regional, rural, and remote New South Wales.

The transcript accurately reflects the contributions of the CWA of NSW during the proceedings. We are pleased to respond to the questions taken on notice during the hearing on 17 March 2025.

Toilet Access in CWA of NSW-Owned Buildings

CWA of NSW owns close to 150 branch halls and meeting spaces across the state. These facilities, often maintained by volunteers, serve as vital community infrastructure, regularly used by a range of community groups, not-for-profits, and service organisations. While the toilet facilities in these buildings are available to those who hire or access the buildings for community use, they do not operate as general public-access toilets in the way that public amenities provided by councils or state agencies do.

Some CWA of NSW branches have received funding from local, State, or Federal Government programs to support the upgrade of these facilities, including toilets. In these cases, upgraded amenities ensure the buildings remain fit for multipurpose community use and accessible to all who use them. The CWA of NSW takes responsibility for cleaning and maintaining these facilities, which are crucial assets to the communities they serve.

Toilet "Black Spots"

During the hearing, our representative Heidi Mortimer, referenced areas identified as having limited or no publicly accessible toileting or change facilities, according to the National Public Toilet Map, particularly: West of Dubbo, and North of Tamworth through Inverell, Narrabri, and Moree.

While the National Public Toilet Map, managed by the Continence Foundation of Australia, provides valuable baseline information, it is only as accurate as its data input.

The CWA of NSW does not have further information from members about toilet "black spots" across the state to share with the Committee. However, a state-wide audit of public toilet availability, accessibility, and functionality would be a necessary step toward identifying and addressing these gaps. CWA of NSW members, who live and travel throughout regional and remote NSW, would potentially be a valuable resource in supporting and informing such an audit process.

We thank the Committee for its attention to these matters and reiterate our support for improving the accessibility, inclusivity, and safety of public toilet infrastructure across New South Wales.

Yours sincerely,

Danica Leys

CEO, Country Women's Association of NSW