

## Accessing toilets around the world

People with a stoma have the option of using:



1. **A standard toilet**

A standard cubicle can be difficult to use as there is limited space and nowhere to place your supplies



2. **A disabled toilet**

A disabled toilet offers more space but may not be suitable as often there is nowhere to leave your supplies other than on the floor.



3. **Stoma Friendly toilet**

Stoma-friendly toilets are designed to accommodate individuals with a stoma, featuring enhancements like hooks for bags, shelves for supplies, mirrors for appliance checks, and bins for discreet disposal. These improvements aim to provide comfort and accessibility, making it easier for stoma users to manage their needs in public restrooms.



4. **A Changing Places toilet**

This purpose built toilet facility gives disabled people and assistants more space and the right equipment to take care of personal hygiene, in safety and comfort.

The changing places toilet goes beyond a conventional wheelchair-accessible toilet in that it includes additional assistive technology of a hoist, height adjustable adult-sized changing bench, and peninsular toilet (toilet that has enough space on both sides for assistants)



5. **Ostomy cube**

The ostomy cube is a toilet facility designed to meet the needs of people with ostomy bags. It allows for the emptying of an ostomy bag while standing and can be retro fitted into any existing toilet.

It is suitable for the home, workplace or public accessible restrooms, helping people manage their ostomy with ease, comfort and dignity.

## Keys

There is no standard key to access locked toilet facilities for a person with a disability. There are different standards in Ireland, United Kingdom, Europe, Australia and other parts of the world.

- **Ireland**

In Ireland the standard key for locked toilets is the Abloy key. For Changing Places facilities you may need the RADAR key.

- **United Kingdom**

The RADAR key is the standard key for accessing both disabled toilets and Changing Places facilities in the UK.

- **Europe (Germany, Austria, Switzerland & Netherlands)**

The EUROKEY is the standard for accessing wheelchair accessible toilets in these European countries.

- **Europe (Spain, Portugal, Sweden, Norway, Denmark, Finland, Belgium, Romania, Bulgaria, Czechia Croatia & Italy)**

The EUROKEY may work in the above countries but you will not be able to rely upon it as it is not consistent.

- **Europe France**

Accessible toilets in France (often marked **PMR** - *Personnes à Mobilité Réduite*) are legally required in all public buildings, shopping centers, and restaurants. Many public, station, and highway toilets are locked, requiring a "[Eurokey](#)" for access.

In [Paris](#), you'll come across a unique system: **Sanisettes**—self-cleaning public toilets found throughout the city.

While not part of a national key scheme and not designed specifically for use by disabled people, *sanisettes* offer a relatively inclusive option for locals and tourists alike. However, as with all automated systems, accessibility can sometimes vary depending on maintenance and design.

- **Sweden**

Disabled toilet access in Sweden is generally excellent, mandated by the Discrimination Act for public spaces, transport, and restaurants. Accessible toilets are widespread, often labeled "RWC" (Rullstolsvänlig WC). While Eurokeys work in some, many toilets use local access methods, and digital apps like [ToaSverige](#) help locate them

- **Greece**

Disabled toilet access in Greece is improving but remains limited, especially in older buildings and smaller islands. While major tourist sites, modern hotels, and new metro stations in

Athens have accessible restrooms, many cafes and restaurants require planning. Utilizing apps like [accessaloo](#) is highly recommended to locate usable restrooms.

- **Turkey**

Disabled toilet access in Turkey is improving but varies significantly, with modern, accessible facilities commonly found in airports, top-tier hotels, and major shopping malls, while older, smaller, or public, spaces often lack them. While many historic sites, including Hagia Sophia and Topkapi Palace, have added accessible options, it is essential to plan ahead, as restrooms in popular areas can be sparse or located on different floors.

- **UAE**

Disabled toilet access in the UAE is mandatory in public and commercial buildings, following standards like the [Dubai Universal Design Code](#) to ensure accessibility for People of Determination. Facilities feature wide doors, grab bars, lowered sinks, emergency alarms, and spacious layouts for wheelchairs.

**Changing Places:** Specialized, larger facilities with hoists and benches are increasingly available, with some provided by [Direct Access](#) and others available via [Ecoplanet](#) and [Dubai Access Control](#).

- **Saudi Arabia**

Disabled toilet access in Saudi Arabia is rapidly improving, guided by the [Universal Accessibility Code](#) under Vision 2030, ensuring accessible toilets in modern malls, hotels, and public buildings. Facilities typically feature spacious layouts, grab bars, and accessible washbasins, with mandatory compliance for new construction, including [wheelchair-accessible toilets](#).

- **Japan**

Japan sets the bar high when it comes to accessible toilets:

They are found in most public places, especially train stations and shopping centres  
Often equipped with hoists, adult-sized changing tables, and emergency call buttons  
Generally unlocked and free to use

- **Australia**

The MLAK key is the standard key that allows people with a disability in Australia to access dedicated public facilities

- **New Zealand**

In New Zealand accessible toilets are generally unlocked and do not require a key for entry.

- **Canada**

There is no national system in Canada as each province has its own rules.

- **USA**

In the United States accessible bathrooms are managed different to most other countries. Accessible toilet facilities are located within gender specific restrooms. Accessible facilities are available for anyone to use and are often used by able-bodied people.

## Where to obtain the Keys

Each country has its own method to obtain the key required to access the various facilities.

- Ireland

The ABLOY key is the standard for Ireland and is available from

Williams Locksmiths

12 Bow Lane East

Mercer Street

Dublin 2

D02 F584

Tel: 01 475 6307

Mobile: 087 243 8053.

<https://www.williamslocksmiths.ie>

<https://www.facebook.com/williamslocksmiths/>

The key costs €22.00 and can be sent by registered post for an extra €14.50.

- United Kingdom

The RADAR key is the standard in the UK for disabled toilets and Changing Places facilities.

You can get a RADAR key from most local authorities, either for free or at a low cost. You can also buy them online and in some stores. You can buy the official N&C Phlexicare key through [Disability Rights UK](#) or the [Blue Badge Company](#). The key is also available from some stores such as Boots, Careco & Amazon.

- Europe

The EUROKEY & RADAR keys are the master keys used to unlock accessible toilets in many European countries.

**Euro Key** was developed in 1986 by CBF Darmstadt, a German organization for the disabled. According to their [website](#), the Euro Key now opens more than 12,000 toilets across Europe. Euro Key locks are used in Austria, Croatia, Czech Republic, Germany, Hungary, Netherlands, Poland, Slovakia, Slovenia, Switzerland and potentially other countries. A number of databases identify the location of Europe Key toilets on a country-by-country basis, available on the [No Barrier website](#).

**Euro Key** — Available for purchase via the [CBF Darmstadt website](#). The cost of the key is €23,00 EUR, or €30,00 with a copy of DER LOCUS, a printed directory of handicapped toilets. Purchase of the key is restricted to those who are entitled to use accessible toilets, and the organization requires that proof of disability be submitted with each order.

- Australia

MLAK key is the standard key used in most of Australia.

The Master Locksmiths Access Key (MLAK) system is a Master Locksmiths initiative that allows people with disability access to dedicated public facilities. This includes facilities in National Parks and many Council municipalities, elevators at railway stations, the new Changing Places facilities throughout Australia, disabled toilets that are locked, and even the Liberty Swing.

<https://masterlocksmiths.com.au/mlak/>

To apply for a key <https://masterlocksmiths.com.au/mlak-order-form/>

# How to find accessible toilet facilities

The "Way to the Restroom" is now digital. Our locations can now be found in the "WC Finder" app:

Android app:

[Toilet Finder – Apps on Google Play](#)

iOS app:

[WC Finder on the App Store apple.com](#)

<https://accessaloo.com/>

A number of databases identify the location of Europe Key toilets on a country-by-country basis, available on the [No Barrier website](#)

- **Ireland**

Changing Places <https://changingplaces.ie/find-changing-places/>

- **United Kingdom**

[Great British Public Toilet Map](#)

<https://www.changing-places.org/find>

- **Europe**

A number of databases identify the location of Europe Key toilets on a country-by-country basis, available on the [No Barrier website](#)

<https://www.changing-places.org/find>

- **Australia**

Changing Places [www.changingplaces.org.au](http://www.changingplaces.org.au)

<https://toiletmap.gov.au/>

- **Canada**

<https://toiletsdirectory.com/canada>

<https://accessaloo.com/>

<https://mapscaping.com/public-toilet-finder/>

<https://apps.apple.com/ca/app/gohere-washroom-locator/id1011069090>

○

○ USA

In the US disabled cubicles are normally located within gender specific toilets and are available for everyone to use.

○ New Zealand

<https://toiletsdirectory.com/new-zealand>

## Images of the different keys

- ABLOY key



- EUROKEY



- RADAR key



- MLAK key

