

# Creating an accessible community a place where everyone belongs

Shire of Mundaring is committed to ensuring our community is welcoming, accessible and inclusive for all.

Together with the Shire's Inclusion and Disability Access Advisory Group we are seeking feedback to learn how to improve access and inclusion across the shire.

We particularly invite people living with a disability; their families and carers; people from culturally and linguistically diverse backgrounds; the LGBTIQ+ community; and people with mental health conditions to share their experiences.

Feedback can be provided by completing this survey that comprises of questions around seven access and inclusion outcomes related to services and events, buildings and facilities, information, quality of service, complaints, consultation processes and employment.

The survey takes approximately 20 minutes to complete. Please only answer questions you feel comfortable with and note that none of the questions are compulsory.

## Survey glossary:

**'Access'** refers to providing infrastructure such as footpaths, ramps, ACROD parking and accessible toilets and includes making information available in formats that meet your needs, such as large print, audio and braille.

**'Inclusion'** means people of all ages, genders, cultures and abilities have equal opportunity to participate in Shire of Mundaring services, programs, events, consultation and employment.

## Need assistance?

If you require assistance to complete the survey over the phone, please call 9290 6682.

Please complete your survey by 30 June 2022 and place in the box provided or email to [shire@mundaring.wa.gov.au](mailto:shire@mundaring.wa.gov.au).

**Complete this survey for your chance to WIN a \$200 Gift Card!**

The Shire values your input and thanks you for your involvement.



## Accessible and inclusive Shire events

Based on Outcome 1

Shire of Mundaring believes all people should feel included and have equal opportunity to access events organised by the Shire.

### 1. Have you attended an event in the Shire of Mundaring?

- Yes  No (please go to question 3)

### 2. Select the event(s) you have attended:

- Australian Citizenship Ceremony  Twilight Tunes  Library activity  
 Celebrating Community  Cinema Under Starlight  Environmental workshop  
 Council meetings  Advisory group meeting

Other, please specify:

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### 3. Are Shire events accessible and inclusive? Please provide your response to statements below:

	Agree	Disagree	Unable to comment
I was able to participate in event activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage was easy to read and understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appropriate spaces, food and entertainment options were available to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible parking and drop off areas were well placed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessible toilets were easy to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt safe and included at the event	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 4. From your experience, what could the Shire do to make their events more accessible and inclusive?

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## Accessible and inclusive Shire services

*Based on Outcomes 1 & 4*

Shire of Mundaring is committed to ensuring that all people feel included and have equal opportunity to access quality services offered by the Shire.

### 5. Which Shire services have you used?

- |   |   |
|---|---|
| <input type="radio"/> Rates or Financial                                      | <input type="radio"/> Library Services                        |
| <input type="radio"/> Leisure and Recreation                                  | <input type="radio"/> Children's Services                     |
| <input type="radio"/> Planning and Building                                   | <input type="radio"/> Community Recycle Centres               |
| <input type="radio"/> Safety and Rangers<br>(eg firebreaks, dog registration) | <input type="radio"/> Booking facilities<br>(eg halls, ovals) |
| <input type="radio"/> Recruitment/Employment                                  | <input type="radio"/> Customer Services                       |

Other, please specify: \_\_\_\_\_

\_\_\_\_\_

### 6. Did you experience exclusion or difficulty accessing these services?

- Yes       No

If yes, please state which services and why: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### 7. How could these services be improved to better meet your needs:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Accessible and inclusive Shire buildings and facilities

Based on Outcome 2

Shire of Mundaring is committed to providing welcoming, accessible and inclusive buildings and facilities for all.

### 8. Which Shire buildings or facilities have you used? (select as many as apply)

- Administration Building       Libraries       Aquatic Centres  
 Lake Leschenaultia       Mundaring Arena       Visitor Centre and Museum  
 Community pavilions/halls       Sporting facilities       Recreation parks/reserves

Other, please specify: \_\_\_\_\_

### 9. Did you experience exclusion or difficulty accessing these buildings or facilities?

- Yes       No

If yes, please state which building/facility and why: \_\_\_\_\_

\_\_\_\_\_

### 10. Which access and inclusion features of buildings/facilities are important to you?

	Agree	Disagree	Unable to comment
Having ACROD parking bays close to the facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ramps to access facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hand rails when using stairs or ramps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An accessible and/or unisex toilet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An accessible and/or unisex change room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Welcoming and appropriate spaces/rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage that is easy to read (eg good colour contrast, font style and size, clear message, appropriate language/wording)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 11. Please specify any other important access and inclusion features that are not listed above:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Receiving information from the Shire and participating in public consultation

Based on Outcomes 3 & 6

All people receive information from Shire of Mundaring in a format that is inclusive and they can readily access.

**12. How do you access information or find out about Shire services, events or projects? (select as many as apply)**

- Talking to Shire staff                       Posters and flyers       Shire website
- Newspaper advertisements or articles       Shire newsletters       Social media
- Word of mouth                                       Engage Mundaring (engagement platform)

Other, please specify: \_\_\_\_\_

**13. Is accessing information and finding out about Shire services, events or projects easy?**

	Agree	Disagree	Unable to comment
Information is easy for me to find	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information is easy for me to see	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information is easy for me to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information is available in a format that meets my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**14. Have you participated in any of the Shire's public consultations listed below?**

- Summer of Entertainment       Reconciliation Action Plan       Volunteering Network
- Age Friendly Informing Strategy       Green Spot Survey       Review of Local Laws

Other, please specify: \_\_\_\_\_

**15. If you did participate in a public consultation, please describe how you participated and whether you feel your contribution was valued.**

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**16. If you did not participate in a public consultation, please provide a reason as to why not.**

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## Providing feedback and complaints

Based on Outcome 5

Shire of Mundaring believes all people should have an equal opportunity to provide feedback and/or make complaints to their local public authority.

### 17. Select the statement that applies to you.

- I have provided feedback to the Shire
- I have made a complaint to the Shire
- I have had no reason to complain or provide feedback
- I have had a reason to complain or provide feedback, but have not done so (please provide a reason why)

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### 18. How do you prefer to provide feedback or make a complaint? (select as many as apply)

- In person at a Shire facility
- Use of an interpreter
- Email
- Shire Facebook
- Phone
- Letter

Other, please specify: \_\_\_\_\_

### 19. How do you feel when providing feedback or making a complaint?

	Agree	Disagree	Unable to comment
I feel listened to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I am treated with respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shire services are flexible to my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 20. Opportunity to provide further comment:

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## Accessible and inclusive employment opportunities

Based on Outcome 7

All people experience inclusion and have equal access to employment and training opportunities with Shire of Mundaring.

### 21. Have you applied for any positions at the Shire in the following capacities?

- Volunteer                       Employment                       Work Experience
- I have not enquired about any position. If not, what was the reason for not enquiring?

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### 22. How did you find out about the vacant position(s)?

- Newspaper                       Word of mouth                       Seek.com
- Shire website                       Asked Shire staff                       Social Media

Other, please specify:

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### 23. Based on your experience, please rate the statements below:

	Agree	Disagree	Unable to comment
I was able to locate information on the position	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understood the information provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found the application process easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found Shire staff to be approachable and helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 24. Opportunity to provide further comment:

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**Enter the draw to WIN a \$200 Gift Card and consider spending locally!**

Simply fill in the following details for your chance to win.

To be eligible to go in the draw for a \$200 Gift Card, please complete the following details to enable us to contact you if you win:

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_

**Thank you for your feedback, the information that you have provided will help the Shire learn how to improve access and inclusion across the shire.**