

# Access and Inclusion Survey

Informing the City's next  
Access and Inclusion Plan



# Access and Inclusion Survey

## Informing the City's next Access and Inclusion Plan

The City of Mandurah is preparing its next Access and Inclusion Plan (AIP) for 2026-2031. This plan will guide how we continue building a community that is accessible, inclusive, and welcoming for people with disability.

This survey is built around the seven outcome areas in the Disability Services Act 1993 (WA): services and events, buildings and public spaces, information, customer service, complaints, consultation, and employment.

For each outcome area, we have included examples of City projects, programs, or initiatives. These examples are provided to help explain what the outcome area covers. Please share your own experiences, ideas, and feedback.

For each area, there are three questions:

1. What does the City do well in this area? (What do you like, what is working for you, and what makes things more accessible and inclusive?)
2. What could be improved in this area?
3. Do you have a great idea for this area?

There is also space for additional feedback on page 10 if you have something else you would like to say about Access and Inclusion in Mandurah.

This survey will be open until 11pm on Friday 12 December, 2025.



# Outcome 1: Services and Events

*People with disability have the same opportunities as others to access the services of, and events organised by, the City of Mandurah.*

**Examples:** Chill Out Zones at major events, Sensory Santa sessions, accessible seating and maps at Crab Fest, inclusive library programs, Healthy Me Connected program, Fun Fit for Everyone, and My Community Morning Tea.

## 1. What does the City do well in this area?

## 2. What could be improved in this area?

## 3. Do you have a great idea for this area?



# Outcome 2: Buildings and Public Spaces

*People with disability have the same opportunities as others to access buildings and other facilities of the City.*

**Examples:** Eastern Foreshore upgrades, Smart Street Mall, Changing Places facilities, accessible toilets, beach matting and beach wheelchairs, accessible playgrounds, ramps and ACROD parking.

## 1. What does the City do well in this area?

## 2. What could be improved in this area?

## 3. Do you have a great idea for this area?



# Outcome 3: Information and Communication

People with disability receive information from the City of Mandurah in a format that allows them to access it as readily as other people.

**Examples:** Communication boards in public spaces, accessible website design, information in plain language or easy read, large print and audio options, social stories for events and facilities and availability of Auslan interpreters at key events.

## 1. What does the City do well in this area?

## 2. What could be improved in this area?

## 3. Do you have a great idea for this area?



# Outcome 4: Customer Service

*People with disability receive the same level and quality of service from City officers as other people receive.*

**Examples:** Disability awareness and communication training for staff and the Hidden Disabilities Sunflower initiative, welcoming customer service at libraries and the Administration Centre.

## 1. What does the City do well in this area?

## 2. What could be improved in this area?

## 3. Do you have a great idea for this area?





# Outcome 5: Complaints

*People with disability have the same opportunities as other people to make complaints to the City of Mandurah.*

**Examples:** Simple online and paper forms, support to lodge a complaint, clear timeframes and updates, Easy Read guidance on how to raise an issue, and multiple ways to give feedback (online, by phone, in person, and at venues and events).

## 1. What does the City do well in this area?

## 2. What could be improved in this area?

## 3. Do you have a great idea for this area?



# Outcome 6: Consultation

*People with disability have the same opportunities as other people to participate in any public consultation by the City of Mandurah.*

**Examples:** Access and Inclusion Advisory Group, accessible surveys, community workshops, and targeted consultation with people with disability and disability service providers.

## 1. What does the City do well in this area?

## 2. What could be improved in this area?

## 3. Do you have a great idea for this area?





# Outcome 7: Employment

*People with disability have the same opportunities as other people to obtain and maintain employment with the City of Mandurah.*

**Examples:** Inclusive recruitment practices, workplace adjustments, customised employment projects, traineeships and work placements.

## 1. What does the City do well in this area?

## 2. What could be improved in this area?

## 3. Do you have a great idea for this area?



# Please tell us a little bit about yourself

*(optional)*

## Do you have a disability?

This may include a long-term condition or impairment that affects communication, social interaction, learning, mobility, vision, hearing, mental health, or sensory processing.

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

## Are you a family member or unpaid carer of a person with disability?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

## Do you work or volunteer in the disability sector?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

## Are you a City of Mandurah staff member?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

## Something else I would like to write about Access and Inclusion in Mandurah:

# Mindful Colouring and Feedback

Inside the heart below, write or draw what you feel makes Mandurah an accessible and inclusive community for people with disability.



For information about access and inclusion for people with disability in Mandurah please use the camera on your device to scan the QR code.





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*Scan the QR code to learn more about  
Access and Inclusion in Mandurah.*

The National Relay Service (NRS) assists people who are Deaf or have difficulty hearing or speaking on the phone.

**For more information visit:** <https://www.accesshub.gov.au/>

This publication is available in other formats on request.