

# Access and Inclusion Plan Survey



# About this book



This book is written by the City of Mandurah. When you see the word **City** it means the City of Mandurah.



This book is written so it is easy to read. The first time we use hard words we write them in **blue**. Then we explain what the word in **blue** means.



You can get someone to help you:

- read this book
- know what this book is about.



You can ask for more information about this book:

- You can email [hcc@mandurah.wa.gov.au](mailto:hcc@mandurah.wa.gov.au)
- You can call 08 9550 3256.

# About this survey



The City of Mandurah is making a new Access and Inclusion **Plan** for 2026–2031.

The **Plan** will help people with disability join in more parts of community life.

We want your ideas to make the plan better.



This **survey** has seven (7) parts.  
Each part has three (3) questions:  
What does the City do well?  
What could be better?  
Do you have an idea?

There is also space on page 18 for more feedback.



A **survey** is a way to ask people questions.  
You write or tick your answers.  
Your answers tell us what you think.

# Services and Events



The City provides **services**.  
**Services** can include everyday things the City does to help the community.

Examples: collecting bins, libraries and sports programs.



The City runs **events**.  
**Events** are special activities for everyone to join.  
Examples: Crab Fest, My Community Morning Tea and Mandurah Arts Festival.



On the next page there is room to write or draw your answers to three questions about **services** and **events** in Mandurah for people with disability.

# Questions: Services and Events

1. What does the City do well with services and events?



2. What could be better?



3. Do you have an idea?





# Buildings and Public Spaces



The City provides **buildings**.  
**Buildings** are places run by the City for people to use.  
Examples: libraries, museum, the Mandurah Aquatic and Recreation Centre, and community centres.



The City looks after **public spaces**.  
**Public spaces** are places that everyone can use.  
Examples: playgrounds, parks, paths, toilets, jetties and parking.



On the next page there is room to write or draw your answers to three questions about **buildings** and **public spaces** in Mandurah for people with disability.

# Questions: Buildings and Public Spaces

1. What does the City do well with buildings and public spaces?



2. What could be better?



3. Do you have an idea?



# Information and Communication



The City gives **information**.  
**Information** means the ways the City shares news with people.  
Examples: website, flyers, letters, or signs.



The City supports **communication**.  
**Communication** is how people share ideas and understand each other.  
Examples: talking, writing and using pictures, signs, or symbols.



On the next page there is room to write or draw your answers to three questions about **information** and **communication** in Mandurah for people with disability.



# Questions: Information and Communication

1. What does the City do well with information and communication?



2. What could be better?

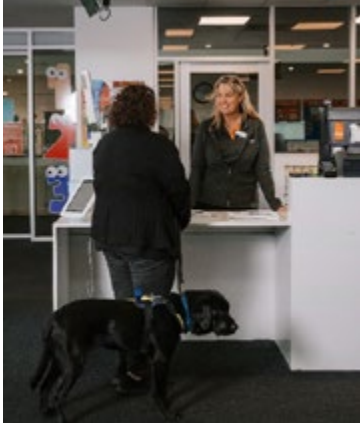


3. Do you have an idea?



# Customer Service

The City provides **customer service**.



**Customer service** means how City staff talk to and help people. This can happen in person, on the phone, or online.

Examples: answering questions at the library, giving help at the Administration Centre, or staff helping at community events.



On the next page there is room to write or draw your answers to three questions about **customer service** in Mandurah for people with disability.

# Questions: Customer Service

1. What does the City do well with customer service?



2. What could be better?



3. Do you have an idea to make customer service better for people with disability?



# Complaints



A **complaint** is when you tell the City something is wrong or not good enough.

**Complaints** help the City know what needs to change.



The City can get **feedback**.  
**Feedback** means telling the City what you think - good or bad.  
Examples: filling in a form, talking to staff, or calling the City.



On the next page there is room to write or draw your answers to three questions about making a **complaint** or giving **feedback** to the City for people with disability.

# Questions: Feedback and Complaints

1. What does the City do well with complaints and feedback?



2. What could be better?



3. Do you have an idea to make giving feedback and making a complaint easier for people with disability?





# Consultation (Having a Say)



**Consultation** means the City asks people for their ideas before making a decision.

This gives people with disability a chance to share what is important to them and have a say.



Examples: answering a survey, joining a workshop, or being part of a group meeting.



On the next page there is room to write or draw your answers to three questions about consultation with the City for people with disability.

# Questions: Consultation (Having a Say)

1. What does the City do well with consultation (having a say)?



2. What could be better?



3. Do you have an idea to make consultation better for people with disability?



# Employment



**Employment** means being paid for work you do.  
The City of Mandurah is an **employer**.

This means the City hires people to work in different areas.  
Examples: office work, outdoor work, customer service, or work experience.



This part of the survey is about how people with disability can take part in work at the City.

On the next page there is room to write or draw your answers to three questions about employment with the City for people with disability.

# Questions: Employment

1. What does the City do well with employment for people with disability?



2. What could be better?



3. Do you have an idea to make employment at the City better for people with disability?



# About you



Do you have a disability?

- ☐ 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

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





# Finished Surveys



When you have finished this survey you can give it to the City by one of the options below.

You can also contact the City to ask a question about this survey.



Phone Number: 08 9550 3777



Address: 3 Peel Street, Mandurah



Email: [council@mandurah.wa.gov.au](mailto:council@mandurah.wa.gov.au)



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/>

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