

Disability Inclusion Action Plan Community Survey - Have your say!

Easy read version

About this survey

Cassowary Coast Regional Council is starting a new Disability Inclusion Action Plan (DIAP).

This plan will guide how Council improves access and inclusion over the next four years.

In this survey, “Council” means Cassowary Coast Regional Council.

This survey is about how Council supports people with disability in your local area.

We want to understand your experiences.

We want to know:

- What is working well
- What needs to be better

Your answers are important and could contribute to improve future plans and services.

They could help Council plan how to improve access and inclusion over the next 4 years.

Getting help

- You can ask someone you trust to help you complete this survey.
- In person, you can ask the Community Support Office, Library staff or Community Centre staff Manager to help you complete this survey.
- Over the phone, you can call a Community Support Officer will help you complete this survey.

Accessibility

You can get this survey in other formats. These include:

- Easy Read Word
- Easy Read PDF
- Printed
- Online – screen reader friendly

You can find the team member survey at:

- Your local library
- Your community centre
- Council's main office
- Council website

Language

People use different words to describe themselves. This survey may not use the words you prefer. We respect how you choose to describe yourself.

How we collect and use your information

Cassowary Coast Regional Council collects your personal information. This is done under the Information Privacy Act 2009 (Queensland) and other laws.

- We will collect all answers from this survey.
- We will group all feedback together.
- This means your answers will not be shown on their own.

We will use the information to:

- Find common themes
- Create simple statistics and summaries
- Write reports

These reports will help Council to:

- Understand what is working well
- Understand what needs to improve
- Set clear goals and actions

Who views your responses?

- Access and Inclusion Consultant from Inclusive Consulting
- Principal Community Development and Advocacy at Cassowary Coast Regional Council may see your responses when scanning paper surveys
- Someone who helped you complete this survey (if you had help)
- Other authorised people, if the law requires us to share your information

Who collects results:

- Library Staff
- Community Centre Staff Manager
- Community Support Officer
- Principal Community Development and Advocacy at Cassowary Coast Regional Council
- Access, Inclusion Consultant

Where is your information stored?

- Your online survey answers are stored on a secure system.
- Paper surveys are stored in a locked box at Council.
- Scanned paper surveys are stored on a secure system.
- Only authorised people can access this system.

Your choice

You do not have to give us your information. But if you do not provide it, Council may not be able to provide the service you asked for.

Your rights

You have the right to:

- Access your personal information
- Ask for your information to be corrected
- These rights may be limited by law

More information

You can read Council's [Privacy Policy](#) online.

Before you start

- Answer about yourself or the person you are helping
- There are no right or wrong answers
- Be honest in your answers

Questions

1. Consent to use and store personal data

☐ I agree that Council can collect and store my personal information.

2. Name _____

3. Email _____

4. Pronouns _____

You do not have to answer this question.

5. Gender _____

You do not have to answer this question.

6. What is your age? _____

You must be 18 years or older to complete this survey.

7. What location do you live in? _____

8. Which of these best describes you?

You can choose more than one answer.

☐ Person with disability and/ or chronic illness

☐ Support worker

☐ Carer

☐ Prefer not to say

9. Do you live, work, study, or care for someone in this area?

☐ Yes

☐ No

10. Are you part of any of these groups or communities?

You can choose more than one answer. You do not have to answer this question.

☐ First Nations

☐ Culturally and linguistically diverse (CALD)

☐ Person with disability and/or chronic illness

☐ Support worker

☐ Carer

☐ Low vision or blindness

☐ d/Deaf or hard of hearing

☐ Neurodivergent

☐ LGBTQIA+

☐ Other: _____

11. How easy is it to access places run by Council?

This means how easy it is for you to get there, enter the place and move around.

Examples of places: libraries, parks, playgrounds and public swimming pools.

☐ Very easy

☐ Easy

☐ Hard

☐ Very hard

☐ Not sure

12. Are there any places that are hard to access?

For example: libraries, parks, playgrounds and public swimming pools.

☐ Yes

☐ No

☐ Not sure

13. If yes, please tell us why:

Your answer:

14. What makes these places hard to access?

For example: no ramps, poor lighting, no parking or no accessible toilets

Your answer:

15. Have you been to a Council event or activity in the last two years?

☐ Yes

☐ No

16. If yes, which event did you go to? And how was your experience?

Your answer:

17. If no, what has stopped you from attending?

Your answer:

18. What would make it easier for you to join events and activities?

Your answer:

19. Have you ever applied for a job with Council?

☐ Yes

☐ No

20. If yes, did you have any barriers when applying or during the interview?

For example: forms, communication, access or support

☐ Yes

☐ No

21. If yes, please tell us why.

Your answer:

22. If no, why have you not applied for a job with Council?

Your answer:

23. Do you think there are enough job opportunities for people with disability in this area?

☐ Yes

☐ No

☐ Not sure

24. What makes it hard for people with disability to find or keep a job in this area?

Your answer:

25. How easy is it to find and understand information from Council?

☐ Very easy

☐ Easy

☐ Hard

☐ Very hard

☐ Not sure

26. What would make Council information easier to find or understand?

Your answer:

27. What formats would help you access Council information?

For example: large print, easy read, audio or video

Your answer:

28. Have you ever asked Council for help with access needs?

For example, large print documents

☐ Yes

☐ No

29. If yes, was the support helpful?

☐ Yes

☐ No

☐ Partly

30. Do you feel respected when you talk to Council staff?

☐ Always

☐ Often

☐ Sometimes

☐ Rarely

☐ Never

31. If you want to, please describe your experience with Council staff

You do not have to answer this question.

Your answer:

32. What is Council doing well to support people with disability?

Your answer:

33. Have you noticed any recent improvements in access or inclusion in this area?

☐ Yes

☐ No

☐ Not sure

34. If yes, what have you noticed?

Your answer:

35. What are the two most important changes Council should make to improve access and inclusion?

Your answer:

Thank you for completing this survey.

Your answers are important.

They will help Council plan how to improve access and inclusion over the next 4 years.