



Mindarie Regional Council Disability Access and Inclusion Plan – Review 2023 Survey

The Mindarie Regional Council (MRC) is one of Western Australia's largest waste management authorities, assisting its member councils, mainly situated in Perth's northern corridor, deal with their waste. The MRC's primary role is the management and disposal of waste delivered to it by its member councils. The MRC is made up of 12 Councillors representing the cities of Joondalup, Perth, Stirling, Vincent and Wanneroo, and the Towns of Cambridge and Victoria Park.

The MRC is currently reviewing its *Disability Access and Inclusion Plan* in order to develop a new plan for 2023–2027. The MRC's *Disability Access and Inclusion Plan* addresses barriers to access and inclusion by outlining the ways in which the MRC can ensure that people with disability have equal access to its services, facilities and events. Feedback is currently being sought from the end users of our services, on areas where the MRC can improve access to information, services and facilities for people with disability, their families and carers.

The Questionnaire

The information gained from this questionnaire will assist the MRC to develop the *Disability Access and Inclusion Plan 2023-2027*

The questionnaire is made up of six sections:

- Section One:** Barriers to physical access
- Section Two:** Barriers to communication/accessible information
- Section Three:** Barriers due to lack of staff awareness and/or skills
- Section Four:** Barriers to opportunities to participate in complaints/grievances, decision making processes and public consultation
- Section Five:** Barriers to opportunities to obtain and maintain employment
- Section Six:** General feedback

Your full feedback is welcome; if, at any point of the survey, there is insufficient space for your answer, please attach additional sheets.

Section 1: Barriers to physical access

1.1: Are there any barriers preventing you from accessing buildings or facilities operated by the MRC? Examples: doors, inaccessible toilets, lack of access to Administration or recycling facilities (please tick one)

Yes **No**

1.2: If yes, please provide details in the table below.

Details of Barrier	Importance High: H Medium: M Low: L	Ideas or Suggestions

1.3: Other comments about barriers to physical access:

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Section 2: Barriers to communication / accessible information

2.1: Have you had trouble when requesting alternative formats of information or assistance? Examples: written, Braille, captioning, large print, internet (please tick one)

Yes **No** **Not applicable**

2.2: If yes, please provide details in the table below.

Details of Barrier	Importance High: H Medium: M Low: L	Ideas or Suggestions

2.3: Other comments about barriers to communication / accessible information:

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Section 3: Barriers due to lack of staff awareness and skills

3.1: Have you experienced any issues regarding a lack of staff awareness of the needs of people with disabilities, when accessing or making enquiries at the MRC?

Example: staff interacting with a person with a disability in a patronising or otherwise offensive or insensitive manner (please tick one)

Yes **No** **Not applicable**

3.2: If yes, please provide details in the table below.

Details of Barrier	Importance High: H Medium: M Low: L	Ideas or Suggestions

3.3: Other comments about barriers due to lack of staff awareness and skills in delivering services to people with disabilities:

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Section 4: Barriers to opportunities to participate in public consultations, decision-making processes or making complaints/grievances

4.1: Have you encountered any barriers to participating in decision-making processes, public consultations or making complaints/grievances, facilitated by the MRC?

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Examples: venues inaccessible, information about complaints or projects are not available in alternative formats (please tick one)

Yes **No** **Not applicable**

4.2: If yes, please provide details in the table below.

Details of Barrier	Importance High: H Medium: M Low: L	Ideas or Suggestions

4.3: Other comments about barriers to opportunities to participate in decision-making processes, public consultations and making complaints/grievances:

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Section 5: Barriers to opportunities to obtain and maintain employment

5.1: Have you had an opportunity to be employed by the MRC or encountered any barriers to obtaining and/or maintaining employment at the MRC?

Examples: unable to access application forms, information about job opportunities are not available in alternative formats (please tick one)

Yes
 No
 Not applicable

5.2: If yes, please provide details in the table below.

Details of Barrier	Importance High: H Medium: M Low: L	Ideas or Suggestions

5.3: Other comments about barriers to opportunities to obtain or maintain employment at the MRC:

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Section 6: General feedback

6.1: Please provide details of other barriers to access and inclusion for people with disabilities, in regard to the functions, facilities and services provided by the MRC, which you know of.

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6.2: Please provide examples of good access or inclusion initiatives that you would like to tell us about.

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6.3: Other comments.

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Thank you for your feedback.

Please advise in what capacity you have completed this form (please tick):

- Person with a disability*
- Family member of a person with a disability*
- Carer*
- Service provider*
- Other*

If other, please provide details (optional):

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Please submit your response in person or by post by **30 June 2023** to:

*Ms Sonia Cherico
Human Resource Officer, (DAIP Review)
Mindarie Regional Council
Mindarie Regional Council
1700 Marmion Avenue, Tamala Park WA 6030
PO Box 2746, Clarkson WA 6030*

Alternatively you can email this form to: scherico@mrc.wa.gov.au

If you have any queries regarding anything on this form, if you require assistance to complete the survey or would like to provide general feedback, please contact Sonia Cherico on (08) 9306 6304 or via the above email address.