

**Our Community Access and Inclusion survey
February 2024**

Easy Read version



How to use this survey



Mission Australia wrote this survey. When you see the word 'we', it means Mission Australia.



We wrote this survey in an easy to read way.

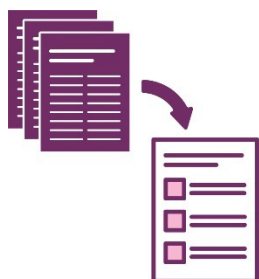
We use pictures to explain some ideas.

We wrote some words in **bold**.

Not bold
Bold

This means the letters are thicker and darker.

We explain what these words mean.



This Easy Read survey is a summary of another survey.

This means it only includes the most important ideas.



You can find the other survey on our website.

survey.alchemer.com/s3/7652542/

Community-Access-and-Inclusion-Survey-2024



You can ask for help to read this survey.

A friend, family member or support person may be able to help you.

What is this survey about?



We want to make our community more **accessible**.

When our community is accessible, everyone can:

- find and use services
- move around in it.



We want to make our community more **inclusive**.

When our community is inclusive, everyone:

- can take part
- feels like they belong.



We want to know about your experiences with our:

- accessible community
- inclusive community.

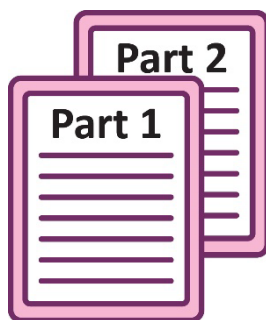


We want to know how we can support people with disability to take part in our community.

How to share your experiences with us



You can choose to take part in our survey.



We split our survey into 2 different parts.



In each part we will ask you some questions.

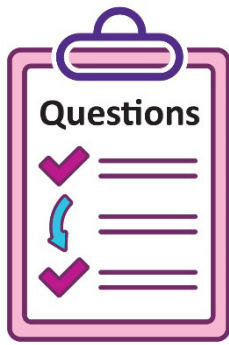
You can answer:



- all of the questions



- some of the questions.



You can skip some questions if they make you feel uncomfortable.

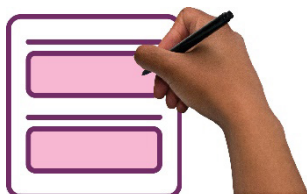


You don't have to answer all the questions at once.

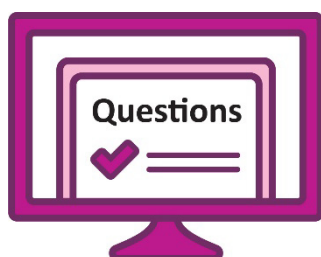
You can work through them one at a time.



We might ask you to tick a box that has the best answer for you.



We might ask you to fill out an answer in a box.



You can answer these questions online.

[missionaustralia.easyread.com.au/
community-access-and-inclusion-survey-2024/](https://missionaustralia.easyread.com.au/community-access-and-inclusion-survey-2024/)



You can also:

- print our survey and fill it out
- send your answers by mail.



Or you can:

- visit our office
- answer these questions on a copy of our survey we give you.



You can call your local Mission Australia office if you want to book in to visit.



You can find their contact details on page 54.



Or you can find your local Mission Australia office on our website.

www.missionaustralia.com.au/contact-us

If you are under 18 years old



If you are under 18 years old, you will need someone to help you complete this survey.

This person can be your:



- parent



- **guardian.**

A guardian is a person who acts and makes decisions for you.

Your guardian might be:



- a member of your family
- a friend
- chosen for you by the government.

How we will use this information



We will keep your information:

- safe
- private.



No one will know which answers are yours.



We won't use your information unless you say it's okay.



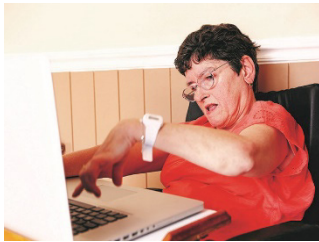
Your answers will help us make our Community Engagement and Capacity Building Plans.

We call them our Plans.



Our Plans help us build the **capacity** of communities.

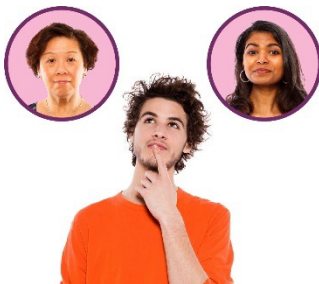
Your capacity is:



- your ability to do something



- the skills you have



- knowing the right person to go to when you need something.

Your information will help us make our community more:



- accessible



- inclusive.

Part 1 – Information about you

It's important for us to learn more about:



- you



- our community.

Questions for you to think about

Question 1



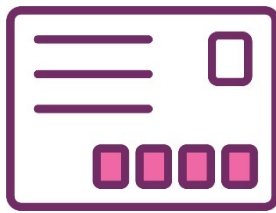
What state or territory do you live in?



Please tick the box that is true for you.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Australian Capital Territory	Northern Territory	New South Wales	Queensland
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
South Australia	Tasmania	Victoria	Western Australia

Question 2



What is your post code?



Please share your answer in the box below.

Question 3



What type of area do you live in?



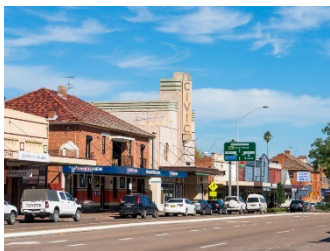
Please tick the box that is true for you.



☐ Metropolitan area

Metropolitan areas are:

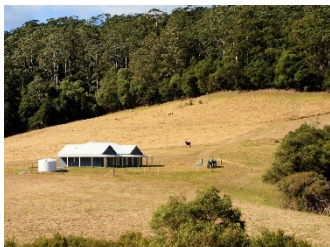
- cities
- the suburbs around the city.



☐ Regional area

Regional areas are:

- small towns
- places far away from cities.



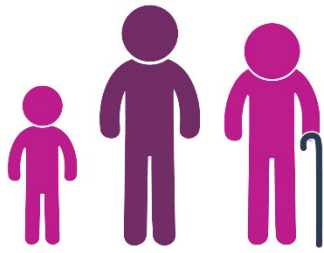
☐ Remote area

Remote areas are far away from any cities or towns.



If you chose 'Remote area', what is the name of the place where you live?

Question 4



How old are you?



Please choose the age group that is true for you.

- ☐ 0 to 9 years old
- ☐ 10 to 14 years old
- ☐ 15 to 19 years old
- ☐ 20 to 29 years old
- ☐ 30 to 44 years old
- ☐ 45 to 64 years old
- ☐ 65 years old and over
- ☐ I don't want to say

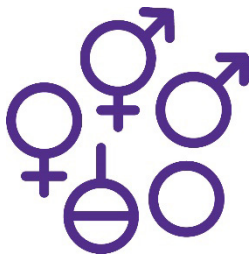
Question 5



Your **gender** is what you feel and understand about who you are as a person.

You might think of yourself as a man or woman or something different.

You can choose the words that are right for you.



What is your gender?



Please tick the box that is true for you.



☐ I am male.



☐ I am female.



☐ I am **non-binary**.

If someone doesn't feel they are male or female, they might say they are non-binary.



☐ I don't want to say.



☐ I want to explain my gender in the box below.

Question 6

Are you a:



- person with disability?



- person who needs support for your mental health?



- parent of a child with **developmental delay or concern?**



Some children might not grow or develop in the same time as other children of the same age.

They may need extra help to do everyday things.

When this happens, we say they have a developmental delay or concern.



Please tick the box that is the best answer for you.

You can tick more than one box.



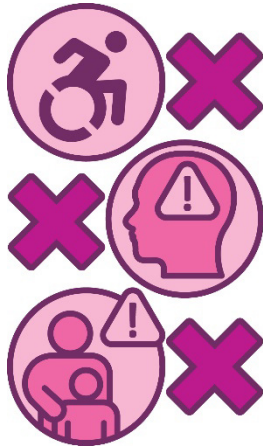
☐ I have a disability.



☐ I need support for my mental health.



☐ I have a child with developmental delay or concern.



☐ I don't:

- have a disability
- have a child with developmental delay or concern
- or
- need support for my mental health.



☐ I don't want to say.

Question 7



What type of disability do you have?



What type of mental health do you have?

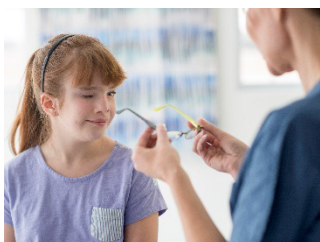


Please tick the box that is true for you.

You can tick more than one box.



- ☐ I am a child younger than 9 years old with a developmental delay or concern.



- ☐ I have a **sensory disability**.

A sensory disability can affect how someone:

- sees
- hears.



- ☐ I have an **intellectual disability**.

An intellectual disability affects how you:

- learn new things
- solve problems
- communicate
- do things on your own.



☐ I have a **physical disability**.

A physical disability affects how someone:

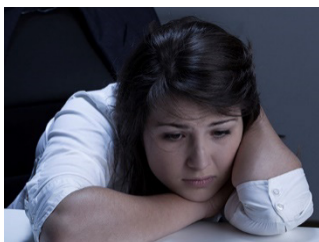
- moves
- uses their body.



☐ I am **neurodiverse**.

When someone is neurodiverse:

- they think in a different way
- their brain works in a different way.



☐ I have a **psychosocial disability**.

A psychosocial disability comes from a person's mental health.



☐ I have **anxiety**.

If you have anxiety, you:

- worry about things that may or may not happen
- have trouble controlling how you think.



☐ I have **depression**.

If you have depression, you feel bad most of the time and there is no sign your feelings will change.



☐ I don't want to say.



☐ I want to explain my disability or mental health in the box below.

Question 8



Are you a carer?

What type of carer are you?



Please tick the box that is true for you.

You can tick more than one box.



☐ I am a family member who cares for a person:

- with disability
- who needs support for their mental health
- aged from 0 to 9.



☐ I am a family member who cares for a person:

- with disability
- who needs support for their mental health
- aged 10 or older.



☐ I am a carer who doesn't get paid.

I care for a person:

- with disability
- who needs support for their mental health
- aged from 0 to 9.



☐ I am a carer who doesn't get paid.

I care for a person:

- with disability
- who needs support for their mental health
- aged 10 or older.



☐ I am a friend of a person:

- with disability
- who needs support for their mental health.



☐ I am a paid **service provider**.

A service provider can offer supports and services to people:

- with disability
- who needs support for their mental health.



☐ I am none of these.



☐ I don't want to say.

Question 9



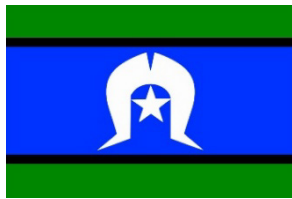
Are you Aboriginal or Torres Strait Islander?



Please tick the box that is the best answer for you.



☐ I am Aboriginal.



☐ I am Torres Strait Islander.



☐ I am Aboriginal and Torres Strait Islander.



☐ I am none of these.



☐ I don't want to say.

Question 10



How many years have you lived in Australia?



Please tick the box that is true for you.

- ☐ Less than 1 year
- ☐ 1 to 3 years
- ☐ 3 to 5 years
- ☐ More than 5 years
- ☐ I don't want to say

Question 11



What country were you born in?



Please share your answer in the box below.

Question 12



Do you speak a language other than English at home?



Please tick the box that is true for you.



☐ Yes.



☐ No.



☐ I don't want to say.



If you ticked 'Yes', what language do you speak at home?



Please share your answer in the box below.

Question 13



The letters **LGBTQAI+SB** stand for lesbian, gay, bisexual, transgender, queer or questioning, asexual, intersex, sistergirl and brotherboy.



The '+' is for people who are part of the LGBTQAI+ community but don't talk about themselves using a word from this list.



People also use these words to talk about their:

- sexuality – who they're attracted to
- gender.



Are you part of the LGBTQAI+SB community?



Please tick the box that is the best answer for you.



☐ Yes.



☐ No.



☐ I don't want to say.

Part 2 – Information about your community

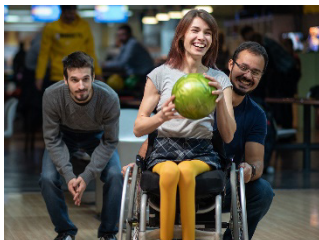
We want to know what we can do to make your community more:



- accessible



- inclusive.



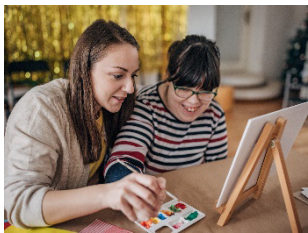
We also want to know the best ways people with disability can take part in your community.



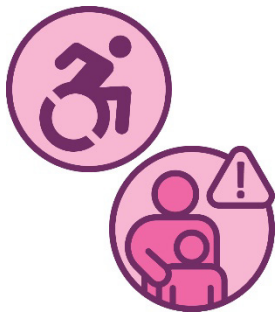
You can skip some of our questions if they don't apply to you.

Questions for you to think about

Question 14



Does your community support people to find and take part in fun activities?



This includes:

- people with disability
- children with developmental delay or concern.



How good are they at doing this?



Please tick the box that is true for you.

				
They are very bad at this.	They are bad at this.	I'm not sure.	They are good at this.	They are very good at this.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



If you ticked 'They are very bad' or 'They are bad',
can you tell us why?



Please share your answer in the box below.

Question 15

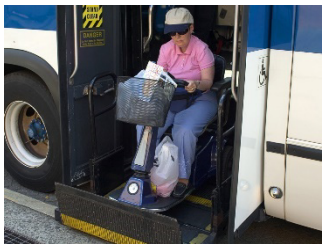


How accessible is your community?

For example, does your community have enough:



- accessible ramps and buildings



- accessible transport, like buses.



Please tick the box that is true for you.

It is not accessible at all.	It is not very accessible.	I'm not sure.	It is accessible.	It is very accessible.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



If you ticked 'It is not accessible at all' or 'It is not very accessible', can you tell us why?

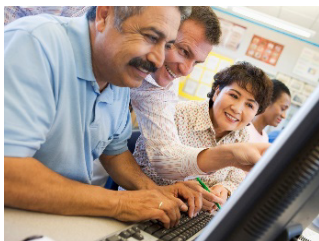


Please share your answer in the box below.

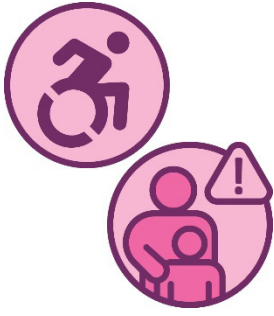
Question 16



Education providers are organisations that provide education, like a school or university.

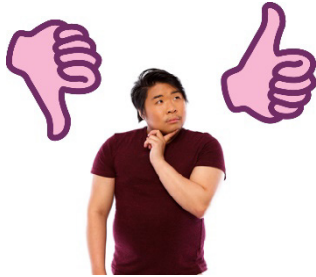


Do education providers in your community include and support people to find places people go to learn?

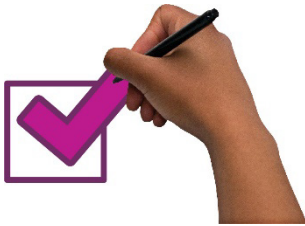


This includes:






- people with disability
- children with developmental delay or concern.



How good are education providers at doing these things?



Please tick the box that is true for you.

				
They are very bad at this.	They are bad at this.	I'm not sure.	They are good at this.	They are very good at this.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



If you ticked 'They are very bad' or 'They are bad',
can you tell us why?

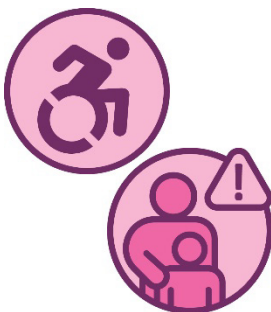


Please share your answer in the box below.

Question 17



Do health care workers help people to find and use
health services?



This includes:

- people with disability
- children with developmental delay or concern.



How good are health care workers at doing these things?



Please tick the box that is true for you.

They are very bad at this.	They are bad at this.	I'm not sure.	They are good at this.	They are very good at this.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



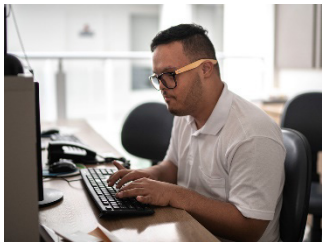
If you ticked 'They are very bad' or 'They are bad', can you tell us why?



Please share your answer in the box below.

Question 18

Do people with disability have good chances to:



- find a job?
- work?
- earn money?



How good are these chances?



Please tick the box that is true for you.

They don't have any chances to do this at all.	They don't have many chances to do this.	I'm not sure.	They have some chances to do this.	They have a lot of chances to do this.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



If you ticked 'They don't have any chances' or 'They don't have many', can you tell us why?



Please share your answer in the box below.

Question 19



How easy is it to find supports for:

- people with disability?
- children with developmental delay?

This includes:



- disability supports



- mental health supports.



Please tick the box that is true for you.

It is very hard.	It is hard.	I'm not sure.	It is easy.	It is very easy.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



If you ticked 'very hard' or 'hard', can you tell us why?



Please share your answer in the box below.

Question 20








How easy is it for carers to find and use:

- disability supports in your community?
- mental health supports in your community?



Please tick the box that is true for you.

				
It is very hard.	It is hard.	I'm not sure.	It is easy.	It is very easy.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



If you ticked 'very hard' or 'hard', can you tell us why?

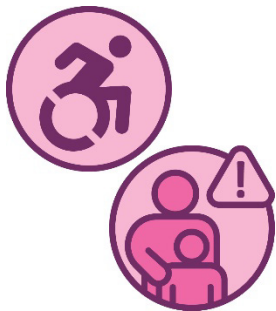


Please share your answer in the box below.

Question 21



Do people feel safe in your community?



This includes:






- people with disability
- children with developmental delay or concern.



How safe do you think they feel?



Please tick the box that is true for you.

				
They feel very unsafe.	They feel unsafe.	I'm not sure.	They feel safe.	They feel very safe.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



If you ticked 'very unsafe' or 'unsafe', can you tell us why?



Please share your answer in the box below.

Question 22



Are people treated with respect in your community?



This includes:

- people with disability
- children with developmental delay or concern.



How much do you think they feel treated with respect?



Please tick the box that is true for you.

They aren't respected at all.	They aren't respected.	I'm not sure.	They are respected.	They are very respected.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



If you ticked 'they aren't respected at all' or 'they aren't respected', can you tell us why?



Please share your answer in the box below.

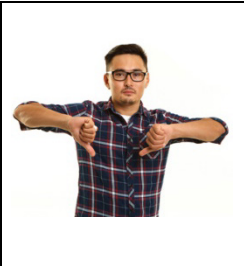
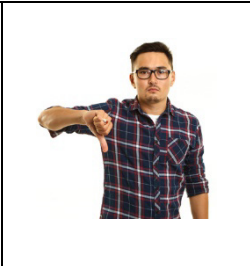

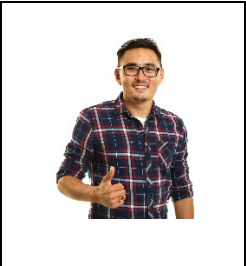
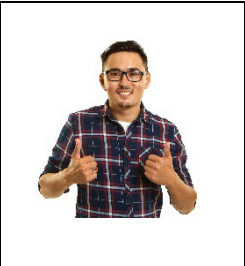
Question 23



How likely are you to find and use information about your community online?



Please tick the box that is true for you.

				
I wouldn't do this at all.	I probably wouldn't do this.	I'm not sure if I would do this.	I probably would do this.	I definitely would do this.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 24



What stops you getting information online?

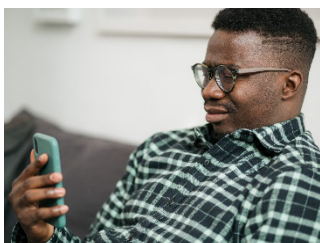


For example, is your device not accessible?



Please tick the box that true for you.

You can choose more than one box.



☐ My device is not accessible.



☐ I can't pay for devices that I can use online.



☐ I am not comfortable going online.



☐ I sometimes can't find the device I need.



☐ I want to explain my reason in the box below.

Question 25



Have you and your family felt included in your community?



Please share your experience of feeling included in your community.



You can share your answer in the box below.

Thank you



Thank you for taking part in our survey.



If you have any questions, you can contact your local Mission Australia office.



If there isn't an office where you live, you can contact Chris Barty.



You can call Chris.

0436 801 953



You can email Chris.

bartych@missionaustralia.com.au

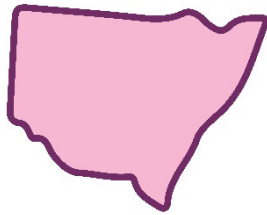


You can visit Chris' office.

275 Abernethy Road

Cloverdale WA 6105

New South Wales



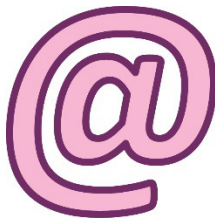
If you live in New South Wales, you can contact Elizabeth Havelka.



You can call Elizabeth.

(02) 6884 8526

0476 819 647



You can email Elizabeth.

havelkae@missionaustralia.com.au



You can visit Elizabeth's office.

110-114 Macquarie Street

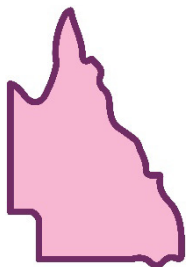
Dubbo NSW 2830



You can go to the Mission Australia website.

www.missionaustralia.com.au

Queensland



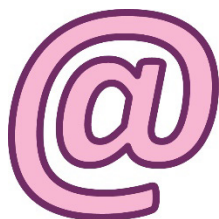
If you live in Queensland, you can contact Alison Cotter.



You can call Alison.

1800 860 555

0456 838 372



You can email Jodi.

cottera@missionaustralia.com.au



You can visit Alison's office.

379 Little Spence Street

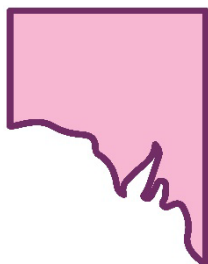
Bungalow QLD 4870



You can go to the Mission Australia website.

www.missionaustralia.com.au

South Australia

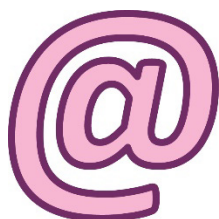


If you live in South Australia, you can contact Courtney Dowling.



You can call Courtney.

0436 689 733



You can email Courtney.

dowlingc@missionaustralia.com.au



You can visit Courtney's office.

80B Essington Lewis Avenue

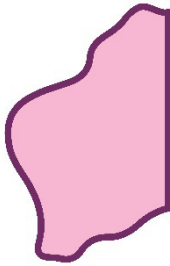
Whyalla SA 5600



You can go to the Mission Australia website.

www.missionaustralia.com.au

Western Australia



If you live in Western Australia, you can contact Bruce Gordon.



You can call Bruce.

0436 812 468



You can email Bruce.

gordonbr@missionaustralia.com.au



You can visit Bruce's office.

6 Coolgardie Street

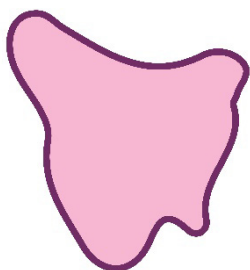
Bentley WA 6102



You can go to the Mission Australia website.

www.missionaustralia.com.au

Tasmania

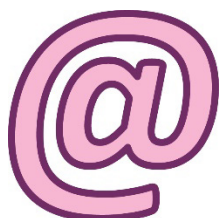


If you live in Tasmania, you can contact Leanne Wease.



You can call Leanne.

(03) 6420 6850



You can email Leanne.

weasel@missionaustralia.com.au



You can visit Leanne's office.

21-23 Stewart Street

Devonport TAS 7310



You can go to the Mission Australia website.

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