

MISSION AUSTRALIA

Community Access and Inclusion Survey 2025

Easy Read version



How to use this survey



We are Mission Australia.

We wrote this survey.

Bold
Not bold

We wrote some words in **bold**.

We explain what these words mean.



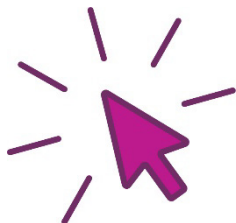
You can ask someone you trust for support to:

- read this survey
- find more information.



This is an Easy Read summary of another survey.

It only includes the most important ideas.



You can find the other survey online.

survey.alchemer.com/s3/8176108/Community-Access-and-Inclusion-Survey-2025

About this survey



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

When our community is accessible, everyone can:

- find and use services
- move around easily.



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 in our community to find out if it is:

- accessible
- inclusive.



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

How to share your experiences with us



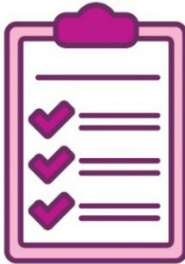
You can choose to take part in our survey.



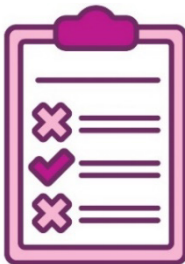
We split our survey into 2 different parts.

In each part, we will ask you some questions.

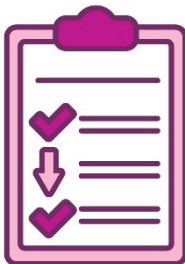
You can answer:



- all of the questions



- some of the questions.



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

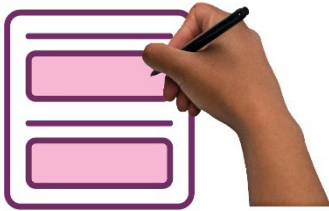


You don't have to answer all the questions at once.

You can take a break and come back to this survey.



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-2025/



You can also:

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



Or you can:

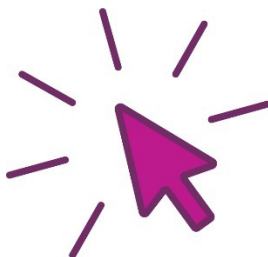
- visit our office
- answer these questions on a copy of our survey we give you.



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



You can find their contact details on [page 60](#).



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

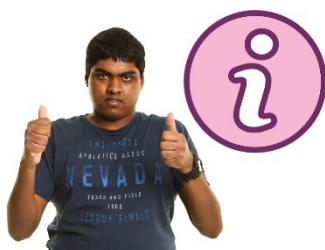


We will keep your information:

- safe
- private.



No one will know which answers are yours.



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



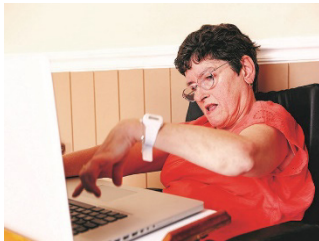
Your answers will help us make our Community Engagement and Capacity Building Plans.

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 answers 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



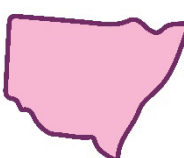


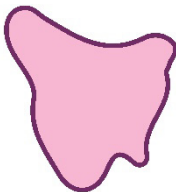


Question 1



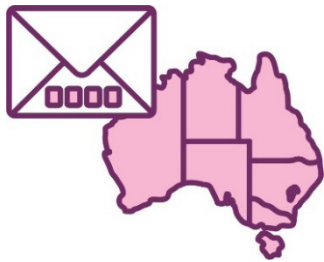
What state or territory do you live in?



Please tick the box that is true for you.

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

Question 2



What is your postcode?



Please share your answer in the box below.

Question 3



What type of area do you live in?



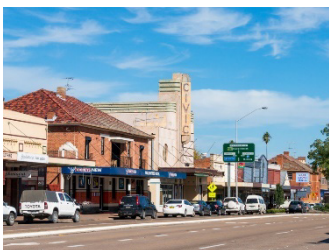
Please tick the box that is true for you.



Metropolitan area

Metropolitan areas are:

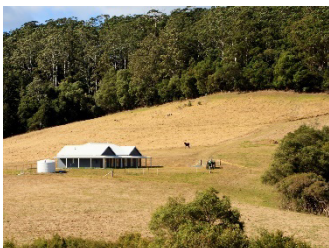
- cities
- the suburbs around the city.



Regional area

Regional areas are:

- small towns
- places far away from cities.



Remote area

Remote areas are far away from any cities or towns.

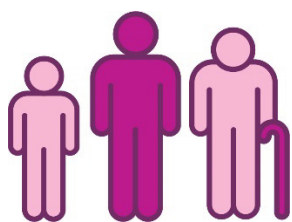


If you chose 'Remote area', what is the name of the place where you live?



Please share your answer in the box below.









Question 4



How old are you?



Please choose the age group that is true for you.

 <p>0 to 9 years old</p> <input type="checkbox"/>	 <p>10 to 14 years old</p> <input type="checkbox"/>	 <p>15 to 19 years old</p> <input type="checkbox"/>	 <p>20 to 29 years old</p> <input type="checkbox"/>
 <p>30 to 44 years old</p> <input type="checkbox"/>	 <p>45 to 64 years old</p> <input type="checkbox"/>	 <p>65 years old and over</p> <input type="checkbox"/>	 <p>I don't want to say</p> <input type="checkbox"/>

Question 5



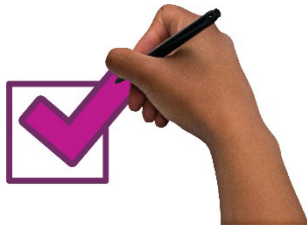
Your **gender** is what you feel and understand about who you are as a person.

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

We would like to find out if you are a:



- person with disability



- person who needs support for your mental health



- parent of a child with a **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.



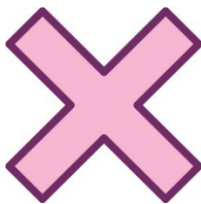
I have a disability.



I need support for my mental health.



I have a child with a developmental delay or concern.



I am none of these.



I don't want to say.

Question 7



What type of disability do you have?

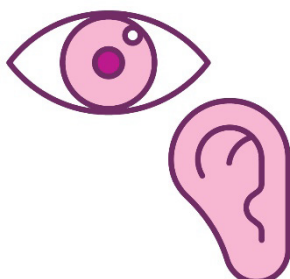


Please tick the box that is true for you.

You can tick more than one box.



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

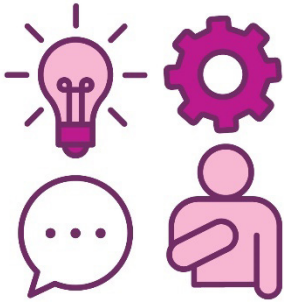


- I have a **sensory disability**.

A sensory disability affects your senses, like your:

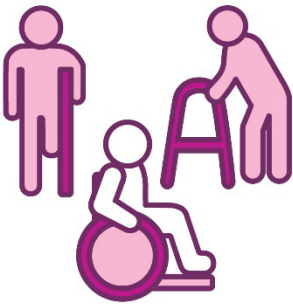
- sight
- hearing.

- I have an **intellectual disability**.



An intellectual disability affects how you:

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

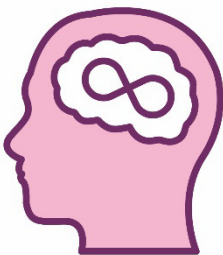


- I have a **physical disability**.

A physical disability affects how someone:

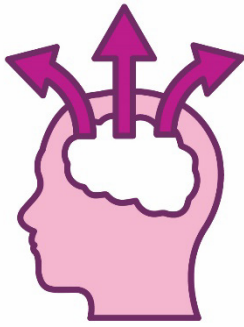
- moves
- uses their body.

- I have **Autism**.



Autism can affect how you:

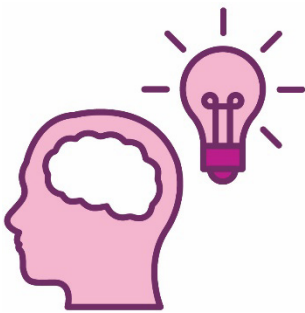
- think
- feel
- communicate
- connect and deal with others.



I have **ADHD**.

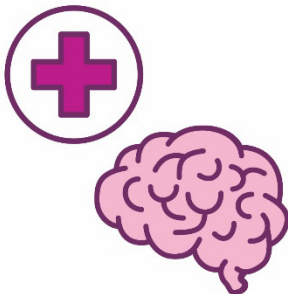
ADHD can affect how you:

- think
- behave
- focus on a task.



I am **neurodivergent**.

When someone is neurodivergent, their brain works in a different way.



I have a disability that affects the health of my brain.



I have a **psychosocial disability**.

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



I don't want to say.



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

Question 8



If you are 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 aged 0 to 9 years old:

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



I am a family member who cares for a person aged 10 years or older:

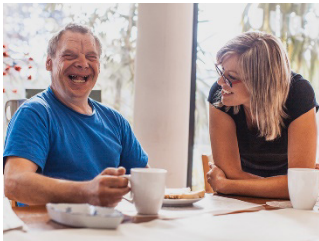
- with disability
- who needs support for their mental health.



I am a carer who doesn't get paid.

I care for a person aged from 0 to 9 years old:

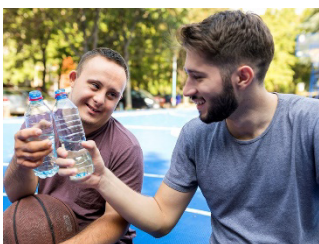
- with disability
- who needs support for their mental health.



I am a carer who doesn't get paid.

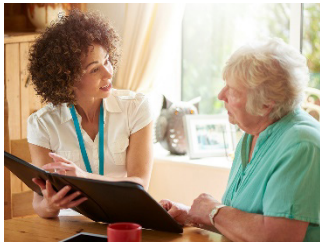
I care for a person aged 10 years or older:

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



I am a friend of a person:

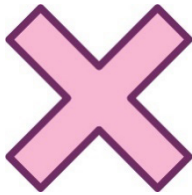
- with disability
- who needs support for their mental health.



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.

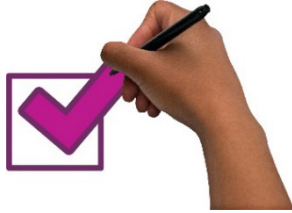


I don't want to say.

Question 9



Are you Aboriginal or Torres Strait Islander?



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



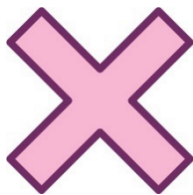
I am Aboriginal.



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?

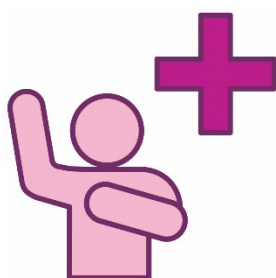


Please share your answer in the box below.

Question 13

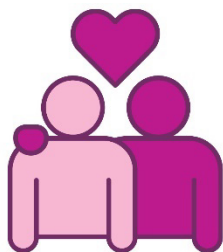


The letters **LGBTQAI+SB** stand for lesbian, gay, bisexual, transgender, queer or questioning, asexual or agender or aromantic, intersex, sistergirl and brotherboy.



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

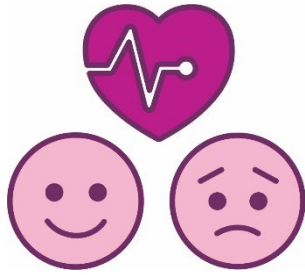


No



I don't want to say







Question 14



How is your mental health and wellbeing?



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

 <p>Very bad</p> <input type="checkbox"/>	 <p>Bad</p> <input type="checkbox"/>	 <p>I'm not sure</p> <input type="checkbox"/>	 <p>Good</p> <input type="checkbox"/>	 <p>Very good</p> <input type="checkbox"/>	 <p>I don't want to say</p> <input type="checkbox"/>
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Part 2 - Information about your community

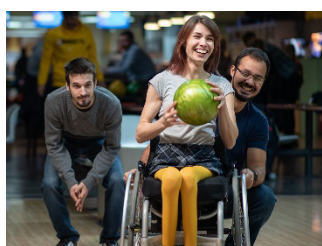
We want to know what we can do to make your community more:



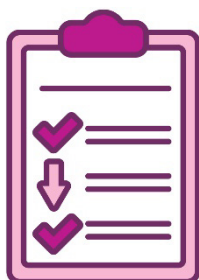
- accessible



- inclusive.



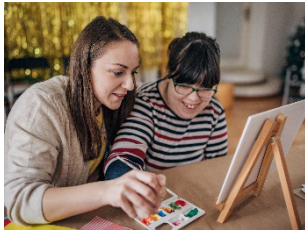
We also want to know the best ways people with disability can take part in your community.



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

Questions for you

Question 15



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



This includes:


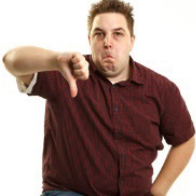


- people with disability
- children with developmental delays or concerns.



How good is your community at supporting people to take part in fun activities?



Please tick the box that is true for you.

 <p>They are very bad at this</p> <input type="checkbox"/>	 <p>They are bad at this</p> <input type="checkbox"/>	 <p>They are good at this</p> <input type="checkbox"/>	 <p>They are very good at this</p> <input type="checkbox"/>
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Can you tell us more about your experience?



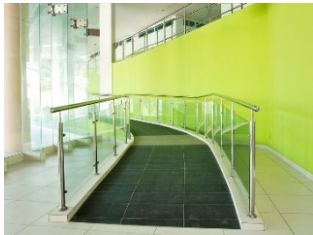
Please share your answer in the box below.

Question 16

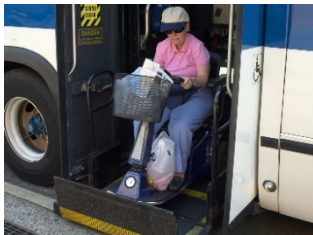


How accessible is your community?

For example, does your community have enough:







- accessible ramps and buildings



- accessible transport, like buses.



Please tick the box that is true for you.

 <p>It is not accessible at all</p> <input type="checkbox"/>	 <p>It is not very accessible</p> <input type="checkbox"/>	 <p>It is accessible</p> <input type="checkbox"/>	 <p>It is very accessible</p> <input type="checkbox"/>
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Can you tell us more about your experience?

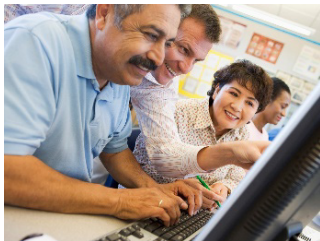


Please share your answer in the box below.

Question 17



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

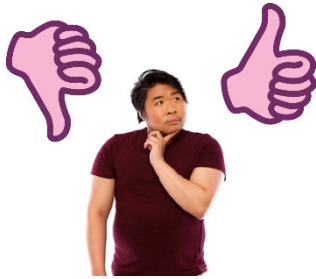


Do education providers in your community support people to find places to learn?



This includes:





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



How good are education providers at supporting people to find places to learn?



Please tick the box that is true for you.

 <p>They are very bad at this</p> <input type="checkbox"/>	 <p>They are bad at this</p> <input type="checkbox"/>	 <p>They are good at this</p> <input type="checkbox"/>	 <p>They are very good at this</p> <input type="checkbox"/>
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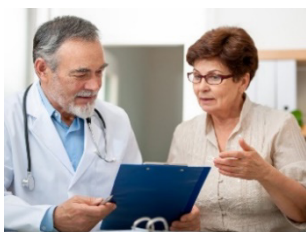


Can you tell us more about your experience?



Please share your answer in the box below.

Question 18



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



This includes:





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



How good are health care workers at helping people find and use health services?



Please tick the box that is true for you.

 <p>They are very bad at this</p> <input type="checkbox"/>	 <p>They are bad at this</p> <input type="checkbox"/>	 <p>They are good at this</p> <input type="checkbox"/>	 <p>They are very good at this</p> <input type="checkbox"/>
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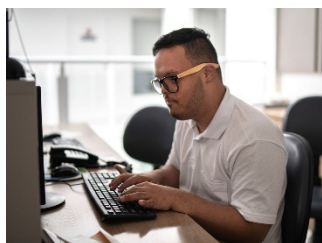


Can you tell us more about your experience?



Please share your answer in the box below.

Question 19



We want to know if you think people with disability have opportunities to:





- find a job
- work
- earn money.



How good do you think these opportunities are for people with disability?



Please tick the box that is true for you.

 <p>They don't have any opportunities</p> <input type="checkbox"/>	 <p>They don't have many opportunities</p> <input type="checkbox"/>	 <p>They have some opportunities</p> <input type="checkbox"/>	 <p>They have a lot of opportunities</p> <input type="checkbox"/>
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Can you tell us more about your experience?



Please share your answer in the box below.

Question 20



We want to know how easy it is to find supports for:

- people with disability
- children with a developmental delay.

This includes:







- disability supports



- mental health supports.



Please tick the box that is true for you.

 <p>It is very hard</p> <input type="checkbox"/>	 <p>It is hard</p> <input type="checkbox"/>	 <p>It is easy</p> <input type="checkbox"/>	 <p>It is very easy</p> <input type="checkbox"/>
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Can you tell us more about your experience?



Please share your answer in the box below.

Question 21







How easy is it for carers to find and use supports in your community?

This includes:

- disability supports
- mental health supports.



Please tick the box that is true for you.

 <p>It is very hard</p> <input type="checkbox"/>	 <p>It is hard</p> <input type="checkbox"/>	 <p>It is easy</p> <input type="checkbox"/>	 <p>It is very easy</p> <input type="checkbox"/>
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Can you tell us more about your experience?



Please share your answer in the box below.

Question 22



Do you think people feel safe in your community?



This includes:


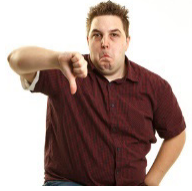


- people with disability
- children with a developmental delay or concern.



How safe do you think they feel?



Please tick the box that is true for you.

 <p>They feel very unsafe</p> <input type="checkbox"/>	 <p>They feel unsafe</p> <input type="checkbox"/>	 <p>They feel safe</p> <input type="checkbox"/>	 <p>They feel very safe</p> <input type="checkbox"/>
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Can you tell us more about your experience?



Please share your answer in the box below.

Question 23



Do you think people are treated with respect in your community?



This includes:





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



How much do you think they feel treated with respect?



Please tick the box that is true for you.

 <p>They aren't respected at all</p> <input type="checkbox"/>	 <p>They aren't respected</p> <input type="checkbox"/>	 <p>They are respected</p> <input type="checkbox"/>	 <p>They are very respected</p> <input type="checkbox"/>
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Can you tell us more about your experience?



Please share your answer in the box below.





Question 24



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



Please tick the box that is true for you.

 <p>I wouldn't do this at all</p> <input type="checkbox"/>	 <p>I probably wouldn't do this</p> <input type="checkbox"/>	 <p>I probably would do this</p> <input type="checkbox"/>	 <p>I definitely would do this</p> <input type="checkbox"/>
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Question 25



Is there something that stops you from getting information online?



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 26



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.

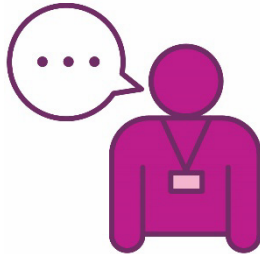
Thank you



Thank you for taking part in our survey.



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

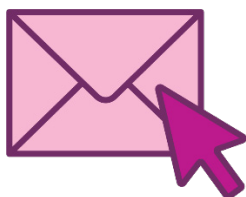


If there isn't an office where you live, you can contact Chris Barty.



You can call Chris.

0436 812 468



You can email Chris.

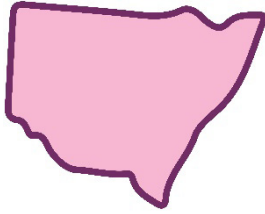
bartych@missionaustralia.com.au



You can visit Chris' office.

**275 Abernethy Road
Cloverdale WA 6105**

New South Wales



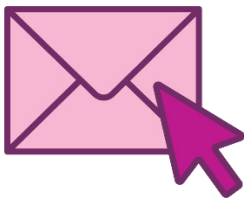
If you live in New South Wales, you can contact Elizabeth Havelka.



You can call Elizabeth.

(02) 6884 8526

0476 819 647



You can email Elizabeth.

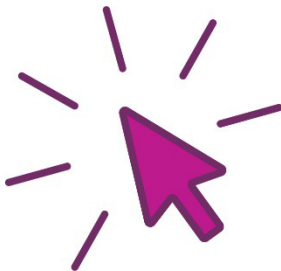
havelkae@missionaustralia.com.au



You can visit Elizabeth's office.

110-114 Macquarie Street

Dubbo NSW 2830



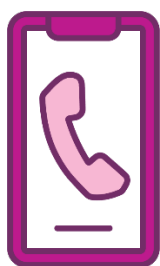
You can go to the Mission Australia website.

www.missionaustralia.com.au

Queensland



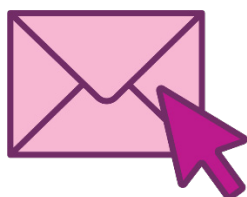
If you live in Queensland, you can contact Katelyn Walford.



You can call Katelyn.

1800 860 555

0499 970 948



You can email Katelyn.

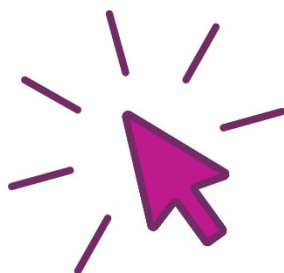
walfordk@missionaustralia.com.au



You can visit Katelyn's office.

379 Little Spence Street

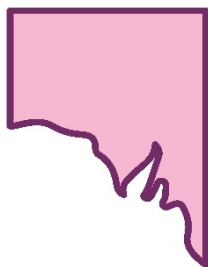
Bungalow QLD 4870



You can go to the Mission Australia website.

www.missionaustralia.com.au

South Australia

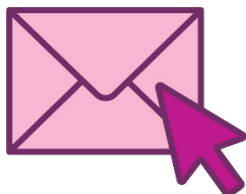


If you live in South Australia, you can contact Courtney Dowling.



You can call Courtney.

0436 689 733



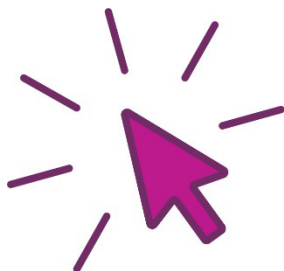
You can email Courtney.

dowlingc@missionaustralia.com.au



You can visit Courtney's office.

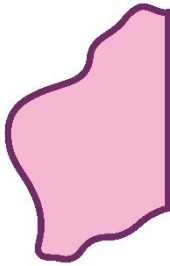
**80 Richmond Road
Keswick SA 5035**



You can go to the Mission Australia website.

www.missionaustralia.com.au

Western Australia

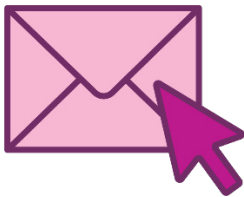


If you live in Western Australia, you can contact Wajma Padshah.



You can call Wajma.

0436 818 377



You can email Wajma.

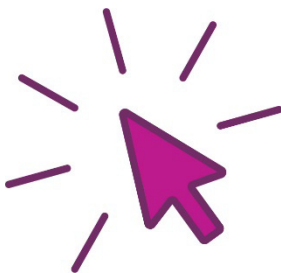
padshahw@missionaustralia.com.au



You can visit Wajma's office.

275 Abernethy Road

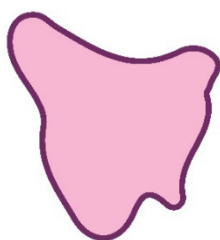
Cloverdale WA 6015



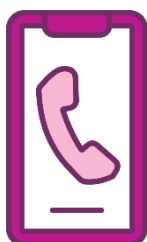
You can go to the Mission Australia website.

www.missionaustralia.com.au

Tasmania

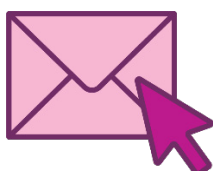


If you live in Tasmania, you can contact Leanne Wease.



You can call Leanne.

(03) 6420 6850



You can email Leanne.

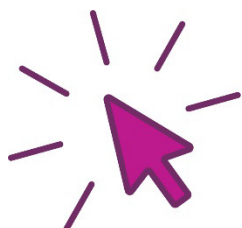
weasel@missionaustralia.com.au



You can visit Leanne's office.

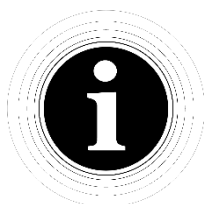
21-23 Stewart Street

Devonport TAS 7310



You can go to the Mission Australia website.

www.missionaustralia.com.au



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