**Shire of Bruce Rock**

**Disability Access and Inclusion Plan - Survey**

**Example of consultation questions**

1. Have you accessed **any services or events** provided by the Shire of Bruce Rock?

On a scale of 1-10 (10 being the highest) please indicate how the experience was for you:

1\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_5\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_10

What made the service or event good or bad for you?

1. Have you accessed any of the **buildings or facilities** provided by the Shire of Bruce Rock?

Please indicate below how the experience was for you:

☺\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ☹

In what capacity were you attending at the building or facility?

1. Have you ever needed to access particular information from the Shire of Bruce Rock? Please describe the information you required and whether your needs were met or not:
2. Have you ever had to contact staff at our organisation or at any of our facilities? If so please indicate how you felt about the **service** that you received:

☺\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ☹

1. Have you ever had cause to **complain** about our organisation? If so what medium did you use to lodge your complaint and was it handled to your satisfaction?
2. Are you aware that you are able to take part in any **consultation** that involves providing a service to the public in the way of accessing services, events, buildings, facilities and employment? Please circle your response:

YES NO

Have you ever taken part in any consultation processes at this organisation and if so how was it in the way of accessibility to the building or hearing and understanding what was said and being able to give your opinion?

1. Gaining **employment** helps people with disability to feel more independent. Do you have any suggestions as to how this can be achieved?

Thank you for your feedback which will help our organisation to develop strategies to incorporate access and inclusion into our plans for the future.