

DRAFT Disability Access & Inclusion Plan 2026 - 2030

HARD COPY SURVEY

Welcome

01. The City of Mitcham is developing its next Disability Access and Inclusion Plan (DAIP). The purpose of this consultation is to validate the Draft Plan against the feedback already received. If you believe something important from the earlier engagement has been overlooked, we'd like to hear about it.

For the completion of the survey, each submission must include your name and residential address. Council will consider all submissions received by the due date, however any submissions received that do not provide this information may not be included in the consultation process. At the end of the consultation period, submissions will be collated, and a summary of findings may be presented in a Council agenda. We understand your privacy is important and we take this seriously. Your name and street address will not be published in the Council agenda but may be made available for Council Member's information and may potentially be accessible under the Freedom of Information Act 1999.

Select one answer only

☐ Yes, I acknowledge the above

02. Full Name Required

03. Suburb Required

04. Address Required

About you

05. Are you completing this survey on behalf of someone else?

Select one answer only
☐ Yes
☐ No

06. What is your relationship to this person?

Select one answer only
☐ Parent / Guardian
☐ Child
☐ Carer
☐ Other

Connection to the City of Mitcham

07. Which of the following describe your connection to the City of Mitcham? (Select all that apply)

Select all that apply
☐ I live here
☐ I work here
☐ I study here
☐ I own a business here
☐ I shop here
☐ I attend events here
☐ I use Council Services here
☐ I visit friends / family here
☐ Other

Lived experience

08. Do you have lived experience of disability?

Select all that apply
☐ I have a disability
☐ I live with a chronic health condition
☐ I am a family member or friend of someone with a disability or chronic health condition
☐ I am a carer for someone with a disability or chronic health condition
☐ I work or volunteer with people with disability or chronic health conditions
☐ I represent an organisation that supports or advocates for people with disability or chronic health conditions
☐ I do not have a direct connection to disability or a chronic health condition
☐ Prefer not to say
☐ Other

09. Have you read the Disability Access and Inclusion Plan or the DAIP one page summary?

Select one answer only
☐ Yes
☐ No

What we are proposing

Based on what we heard during our first stage of engagement, the Draft Plan has been organised around four focus areas:

- 1. Inclusive Spaces and Places** Making our public places, facilities and infrastructure more accessible, safe and welcoming.
- 2. Engagement and Active Participation** Supporting people with disability to participate in community life and have a voice in Council decisions.
- 3. Communication and Access to Services** Making Council information, services and supports easier to find, understand and access.
- 4. Volunteering, Learning and Employment** Creating more inclusive opportunities to participate, learn, volunteer and work.

Inclusive Spaces and Places

Focus Area 1 | Inclusive Spaces and Places

You told us:

Accessible footpaths were one of the strongest priorities raised during the first engagement. People also identified barriers associated with kerb ramps, crossings, accessible toilets, parking, playgrounds and Council facilities.

We are proposing actions including:

- improving footpaths, kerb ramps and crossings;
- embedding Universal Design in Council projects;
- improving the accessibility of playgrounds;
- reviewing accessible parking at Council facilities;
- improving accessible toilets and amenities, including Changing Places facilities; and
- improving emergency and evacuation arrangements in Council facilities.

These proposed actions are reflected directly in the emerging draft.

10. Which improvements would make the biggest difference? (Please select up to five)

<i>Improving footpaths, kerb ramps and crossings</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure

<i>Making accessibility part of the design of Council buildings and public spaces</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure
<i>Providing more inclusive and accessible playgrounds</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure
<i>Improving accessible parking at Council facilities</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure
<i>Improving accessible toilets and amenities</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure

Engagement and Active Participation

Focus Area 2 | *Engagement and Active Participation*

You told us:

People want accessible and affordable opportunities to participate in community life, more opportunities to provide feedback, and greater involvement of people with lived experience in designing Council programs and services.

We are proposing actions including:

- delivering inclusive Council programs, activities and events;
- providing sensory-friendly quiet spaces where possible;
- involving people with disability in co-design;
- creating opportunities for people with disability to participate in civic life;
- using accessible community engagement methods;
- strengthening Council's engagement with disability networks and organisations; and
- investigating opportunities to support community-led access and inclusion projects.

11. How important are the following actions to you?

<i>Inclusive programs, activities and events</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure
<i>Sensory-friendly spaces</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure
<i>Co-design with people with disability</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important

☐ Extremely important
☐ Unsure
<i>Accessible community consultation and engagement</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure
<i>Opportunities for people with disability to participate equitably in Council decision-making</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure
<i>Supporting community projects that improve access and inclusion</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure

Communication and Access to Services

Focus Area 3 | *Communication and Access to Services*

You told us:

People want Council information to be easier to find and understand, available in different formats and not provided exclusively online. Transport and connection to services were also identified as barriers

12. How important are the following actions to you?

<i>Making Council information easier to find and understand</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure
<i>Providing accessible information in different formats</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure
<i>Making accessibility information about Council facilities and services easier to find</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure
<i>Improving connections between people and relevant services and supports</i>
☐ Not important

☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure
<i>Reviewing Council's Community Bus service and opportunities to improve access</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure
<i>Providing accessible information during emergencies and extreme weather</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure

Volunteering, Learning and Employment

Focus Area 4 | *Volunteering, Learning and Employment*

13. How important are the following actions to you?

<i>Creating more inclusive volunteering opportunities</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure
<i>Making Council recruitment and onboarding more inclusive</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure
<i>Creating work experience, traineeship and employment pathways for people with disability</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure
<i>Improving disability awareness and inclusion within Council workplaces</i>
☐ Not important
☐ Slightly important
☐ Moderately important
☐ Very important
☐ Extremely important
☐ Unsure

Your priorities

14. Thinking about everything in the Draft Plan, which THREE areas do you think Council should give the greatest priority to? Select up to three.

Select between 1 and 3 answers	
☐	Accessible footpaths, kerb ramps and crossings
☐	Accessible Council buildings and public spaces
☐	Accessible toilets and Changing Places facilities
☐	Inclusive playgrounds and recreation
☐	Accessible parking
☐	Inclusive community programs and events
☐	Sensory-friendly spaces
☐	Co-design and involvement of people with disability
☐	Accessible information and communication
☐	Access to services and community transport
☐	Inclusive volunteering opportunities
☐	Inclusive employment and workplace practices
☐	Emergency preparedness and accessible emergency information
☐	Other

Final thoughts

Have we got it right?

15. Based on what you have seen and read:

How well do you think the Draft Plan responds to the access and inclusion needs of people with disability in the City of Mitcham?
☐ Very well
☐ Well
☐ Neither well nor poorly
☐ Poorly
☐ Very poorly
☐ Unsure

16. Is there anything important missing from the Draft Plan?

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