

## How do we make Ballarat more inclusive for everyone?

The City of Ballarat (Council) is preparing a range of plans that will set out actions to make our organisation and our city more inclusive for everyone.

In this survey, you will find questions about:

- Inclusion for everyone
- Inclusion for people with disability
- Inclusion for Aboriginal and Torres Strait Islander Peoples
- Inclusion for LGBTIQ+ people
- Inclusion for older people
- Inclusion for people from diverse cultural and religious backgrounds.

**You can choose to answer questions about one, a few or all groups. And you can choose to skip questions if you like.**

### Saving your responses

Depending on which sections you choose to fill in, this survey may be quite long. If you are registered on MySay, your progress is saved each time you submit a page. You can come back at any time and continue on the next page. You can register on My Say [here](#).

If you are not registered on MySay, you might like to prepare your answers somewhere else (such as in Word) and then cut and paste your responses in this survey. You can find all the questions included on this survey in our 'Useful Documents' section [here](#).

### Parental consent for people under 16 years of age

If you are under 16 years of age, please ask a parent or guardian for permission before responding to this survey.

## What is Council responsible for?

It is helpful to know a bit about what Council does before answering the survey. Council can play a range of roles in the community including:

**Provider:** Council leads and directly delivers projects, programs and over 80 services including immunisation, maternal and child health, kindergarten, youth services, ageing well services, planning services and animal management services. They provide community buildings, and recreation and sporting facilities. Council also provides public spaces such as parks, squares, footpaths and many roads.

**Partner:** Council participates in projects, initiatives, programs and other work led by others.

# Inclusive Ballarat

## MySay - City of Ballarat

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**Partner:** Council participates in projects, initiatives, programs and other work led by others.

**Facilitator:** Council supports the delivery of projects, initiatives, programs and other work by bringing interested parties together.

**Leader, advocate and champion:** Council seeks to role-model positive leadership and influence other decision-makers to respond to community interests and needs.

**Employer:** Council employs a large team of staff to support delivery of its roles and functions.

**Customer:** Council purchases in services from contractors to deliver some services, projects and initiatives.

**Planner and law maker:** Council makes plans for the city and local laws

There are three different levels of government in Australia. Some things are **not** in the jurisdiction of local government such as:

- Major roads
- Hospitals and health services
- Schools and universities
- Public transport
- Immigration
- Police and courts
- Public and social housing
- Centrelink and income support

Council's role in addressing local issues in these areas is to advocate to decision-makers.

Please finish the following statement:

When I am included, I feel...

Please finish the following statement:

Inclusion means...

# Inclusive Ballarat

MySay - City of Ballarat

Please finish the following statement:

Inclusion is important because...

Please select your level of agreement with the following statements about the local Ballarat area

Questions	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree	I don't know
Ballarat is an inclusive city						
I feel accepted and valued in Ballarat						
I feel safe in Ballarat						
I don't feel welcome in Ballarat						
I have experienced discrimination in Ballarat						

Please select your level of agreement with the following statements about Council services and facilities

Questions	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree	I don't know
Council services are inclusive						
Council sport and recreation facilities are inclusive						
Council is an inclusive workplace						
Council information is accessible and inclusive						
Council buildings are inclusive						

Please take a moment to think about growing older. What do you need to age well in your home and community?

Would you like to share your thoughts on reconciliation and improved outcomes for Traditional Owners, Aboriginal and Torres Strait Islander Peoples?

(Choose any one option) (Required)

- ☐ Yes
- ☐ No

Answer this question only if you have chosen Yes for Would you like to share your thoughts on reconciliation and improved outcomes for Traditional Owners, Aboriginal and Torres Strait Islander Peoples?

Some questions on this survey are specifically for Aboriginal and/or Torres Strait Islander people.

Do you identify as an Aboriginal and/or Torres Strait Islander person?

(Choose any one option) (Required)

- ☐ Yes
- ☐ No

Answer this question only if you have chosen Yes for Some questions on this survey are specifically for Aboriginal and/or Torres Strait Islander people.Do you identify as an Aboriginal and/or Torres Strait Islander person?

What THREE areas would you like Council to focus on to improve its support for the Aboriginal and Torres Strait Islander Community?  
(Please select only 3 options)

(Choose all that apply)

- ☐ Culturally sensitive services
- ☐ Culturally sensitive facilities
- ☐ Culturally sensitive growth and development of the city
- ☐ Culturally sensitive design of public spaces
- ☐ Culturally safe workplaces
- ☐ Consultation with the Community
- ☐ Arts and Culture workshops/events
- ☐ Collaborative land management
- ☐ Sharing/celebrating Aboriginal and Torres Strait Islander Cultures and heritage
- ☐ Community-led projects and programs
- ☐ Sporting events and programs
- ☐ Programs for Elders/older people
- ☐ Early years programs
- ☐ Youth programs
- ☐ Health and wellbeing programs
- ☐ Other (please specify)

Answer this question only if you have chosen Yes for Some questions on this survey are specifically for Aboriginal and/or Torres Strait Islander people.Do you identify as an Aboriginal and/or Torres Strait Islander person?

Thinking about your selections in the previous question, please provide your top THREE ideas on how the Council could promote reconciliation and improve outcomes for the Aboriginal and Torres Strait Islander Community?

Answer this question only if you have chosen Yes for Some questions on this survey are specifically for Aboriginal and/or Torres Strait Islander people.Do you identify as an Aboriginal and/or Torres Strait Islander person?

How can Council better communicate and listen to the Aboriginal and Torres Strait Islander Community?

Answer this question only if you have chosen Yes for Some questions on this survey are specifically for Aboriginal and/or Torres Strait Islander people.Do you identify as an Aboriginal and/or Torres Strait Islander person?

What are you preferred methods for receiving information from Council?

(Choose all that apply)

# Inclusive Ballarat

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- ☐ Email
- ☐ Local newspapers
- ☐ Council's email newsletters
- ☐ Council's Our Ballarat magazine
- ☐ Council's website
- ☐ Council's social media (such as Facebook and Instagram)
- ☐ Other (please specify)

Answer this question only if you have chosen Yes for Some questions on this survey are specifically for Aboriginal and/or Torres Strait Islander people.Do you identify as an Aboriginal and/or Torres Strait Islander person?

What are your preferred methods for sharing your feedback and ideas?

(Choose all that apply)

- ☐ Online group meeting or workshop
- ☐ In-person group meeting or workshop
- ☐ Pop-up consultation session in your neighbourhood
- ☐ Online survey
- ☐ Written submission (online or paper-based)
- ☐ Online discussion with one or two people
- ☐ Face to face discussion with one or two people
- ☐ Over the phone
- ☐ Other (please specify)

Answer this question only if you have chosen Yes for Some questions on this survey are specifically for Aboriginal and/or Torres Strait Islander people.Do you identify as an Aboriginal and/or Torres Strait Islander person?

Would you like to be updated about relevant services, events and consultation opportunities? Please click the link below to provide your contact details.

We are collecting this information on another site so that your answers to this survey can stay anonymous.

<http://forms.office.com/Pages/ResponsePage.aspx?id=giRth2ciDk6mT-AhAw1wkIrv8AD87txEmwh53xIKvhxUOTJDRFVUUKM5VVVKQINHN1pQUE1HTkNGSi4u>

Answer this question only if you have chosen No for Some questions on this survey are specifically for Aboriginal and/or Torres Strait Islander people.Do you identify as an Aboriginal and/or Torres Strait Islander person?

Please provide your top THREE ideas on how Council could promote reconciliation and improve outcomes for the Aboriginal and Torres Strait Islander Community?



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Answer this question only if you have chosen No for Some questions on this survey are specifically for Aboriginal and/or Torres Strait Islander people.Do you identify as an Aboriginal and/or Torres Strait Islander person?

If you would like to be updated about reconciliation-related activities and events, please click the link below to provide your contact details.

We are collecting this information on another site so that your answers to this survey can stay anonymous.

<http://forms.office.com/Pages/ResponsePage.aspx?id=giRth2ciDk6mT-AhAw1wkIrv8AD87txEmwh53xIKvhxUMIIOSDNXWUzszQVg4UEk4TTFFN0QzQVlyOS4u>

Answer this question only if you have chosen Yes for Would you like to share your thoughts on reconciliation and improved outcomes for Traditional Owners, Aboriginal and Torres Strait Islander Peoples?

Do you have any other comments to make regarding promoting reconciliation and better outcomes for Aboriginal and Torres Strait Islander Peoples?

# Inclusive Ballarat

## MySay - City of Ballarat

Would you like to share your thoughts on inclusion for LGBTIQ+ people?

(Choose any one option) (Required)

- ☐ Yes
- ☐ No

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for LGBTIQ+ people?

Please rate your agreement with the following statements regarding the local Ballarat area.

Questions	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree	I don't know
There are adequate opportunities for LGBTIQ+ people to socialise and meet other LGBTIQ+ people and allies in the local area						
The LGBTIQ+ community has access to adequate, appropriate and safe community services and facilities						
The LGBTIQ+ community are welcomed and invited to attend Council run activities and events						
There are visible community resources on LGBTIQ+ issues and available supports						

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for LGBTIQ+ people?

What are the important considerations to make sure that LGBTIQ+ people feel safe, welcome and comfortable in public spaces in Ballarat? Some examples to consider in your answer could include:

- community facilities and buildings
- parks
- public events

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for LGBTIQ+ people?

What are the important considerations to make sure that LGBTIQ+ people feel safe, welcome and comfortable interacting with and participating in businesses in Ballarat? Some examples to consider in your answer could include:

- workplaces
- retail settings
- hospitality settings (restaurants, cafes, bars)

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for LGBTIQ+ people?

Please select your level of agreement with the following statements about Council services.

Questions	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree	I don't know
I find customer services (such as making an enquiry or paying bills) welcoming and easy to access						

Questions	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree	I don't know
I find Council Ageing Well Services (such as Meals on Wheels or In-Home Services) welcoming and easy to access						
I find planning services (such as planning permits) welcoming and easy to access						
I find the Visitor Information Centre (such as tourism information and advice) welcoming and easy to access						
I find waste disposal services (such as transfer station, bin collection) welcoming and easy to access						
I find Parent Place welcoming and easy to access						
I find the libraries welcoming and easy to access						
I find animal management services (such as pet registration and the animal shelter) welcoming and easy to access						
I find Council Early Years Services (such as Maternal and Child Health, immunisation, childcare and kindergarten) welcoming and easy to access						
I find Council Youth Services welcoming and easy to access						
I find Council business services (such as permits) welcoming and easy to access						

What are the important considerations to make sure that LGBTIQ+ people feel safe, welcome and comfortable accessing services in Ballarat? Some examples to consider in your answer could include:

- early learning facilities
- sport/recreation facilities

- health services

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for LGBTIQ+ people?

What is important to you to create a welcoming and safe environment for LGBTIQ+ people in Ballarat? Select all that apply.

(Choose all that apply)

- ☐ Online Hub of LGBTIQ+ friendly businesses, services and spaces within City of Ballarat
- ☐ Opportunities for LGBTIQ+ people to connect with each other
- ☐ Rainbow Tick Accreditation for Ballarat businesses and services
- ☐ Funding or support to local LGBTIQ+ community groups and service providers
- ☐ Updated amenities to be inclusive of all genders
- ☐ Work in partnership with local services to increase LGBTIQ+ inclusion
- ☐ Support of opportunities to improve the physical and mental health of LGBTIQ+ people
- ☐ Accessible and dedicated spaces for LGBTIQ+ people
- ☐ Work in partnership with agencies to provide safe housing options for LGBTIQ+ people experiencing homelessness and/or family violence
- ☐ Council services and facilities have clear LGBTIQ+ cultural safety policies and procedures
- ☐ Other (please specify)

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for LGBTIQ+ people?

What is important to you to increase visibility of LGBTIQ+ people and issues in Ballarat? Select all that apply.

(Choose all that apply)

- ☐ Awards for the LGBTIQ+ community
- ☐ Celebration of LGBTIQ+ days of significance
- ☐ Ensuring public facing materials (e.g. website and newsletters) are LGBTIQ+ inclusive
- ☐ Commissioning of LGBTIQ+ artworks and/or murals
- ☐ Increased visibility through flags, posters and safe space stickers
- ☐ Funding or support to LGBTIQ+ art, sport and cultural programs
- ☐ Inviting LGBTIQ+ artists and performers to perform at Council-run events
- ☐ Other (please specify)

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for LGBTIQ+ people?

What is important to you in creating an LGBTIQ+-inclusive culture at Council? Select all that apply.

(Choose all that apply)

- ☐ Regular consultation and engagement with LGBTIQ+ people
- ☐ Permanent LGBTIQ+ Inclusion Officer at City of Ballarat
- ☐ Take a public stance on key issues for the LGBTIQ+ community
- ☐ Review all Council communications for inclusive language
- ☐ Provide inclusivity training for all levels of Council
- ☐ Other (please specify)

# Inclusive Ballarat

## MySay - City of Ballarat

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QUESTION 10 OF 11

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for LGBTQIA+ people?  
Answer this question only if you have chosen Yes for Do you attend local LGBTQIA+ activities?

Do you attend local LGBTQIA+ activities?

(Choose any one option)

- ☐ Yes
- ☐ No

How do you find out about local LGBTQIA+ activities?

Answer this question only if you have chosen No for Do you attend local LGBTQIA+ activities?

Why don't you attend local LGBTQIA+ events? Select all that apply.

(Choose all that apply)

- ☐ I'm not part of the LGBTQIA+ community
- ☐ I'm not interested
- ☐ I don't hear about local LGBTQIA+ activities
- ☐ I'm too busy
- ☐ They are held at times and places that don't suit me
- ☐ Financial reasons
- ☐ Other (please specify)

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for LGBTQIA+ people?

What kind of activities do you like to take part in? Select all that apply.

(Choose all that apply)

- ☐ Family-focused activities
- ☐ Arts and culture events
- ☐ Meeting for coffee or meals
- ☐ Meeting for drinks
- ☐ Music-focused activities
- ☐ Outdoor activities
- ☐ Small group gatherings
- ☐ Meeting with just one other person
- ☐ Big group gatherings
- ☐ Pride festivals and events
- ☐ Other (please specify)

# Inclusive Ballarat

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Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for LGBTIQ+ people?

How could Council support you in finding opportunities to engage with the local LGBTIQ+ community?

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for LGBTIQ+ people?

How can Council act as a leader and role model in promoting LGBTIQ+ inclusion?

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for LGBTIQ+ people?

Do you have any other ideas about how to make Ballarat more inclusive of LGBTIQ+ people?

# Inclusive Ballarat

## MySay - City of Ballarat

Would you like to share your thoughts on inclusion for older people?

(Choose any one option) (Required)

- ☐ Yes
- ☐ No

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for older people?

What does ageing well mean to you? What does it look like?

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for older people?

Please tell us what is important to you, or older people in your family and community to live and age well in Ballarat

Questions	Very important	Important	Fairly important	Slightly important	Not important
Social opportunities to connect with others and keep me connected to my community					
Opportunities to contribute to my community such as employment, volunteering and being involved in decisions affecting me					
Access to community support and health services to maintain my independence					
Support to help me find and access services to meet my needs					
Buildings, spaces and open spaces suitable for all ages					
Accessible, secure and affordable housing options - where and when I need them					
Living in a safe environment - home, community and public spaces					

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for older people?

Please share any other important considerations for you to age well in Ballarat.

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for older people?

# Inclusive Ballarat

## MySay - City of Ballarat

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Do you have regular access to a computer, phone or other device?

(Choose any one option)

- ☐ Yes  
☐ No  
☐ Sometimes

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for older people?

How do you access important information? Select all that apply.

(Choose all that apply)

- ☐ Friends and family  
☐ Internet and email  
☐ Newspaper  
☐ Local news and information boards  
☐ Social media (like Facebook or Instagram)  
☐ Other (please specify)

Which of the following apply to you? Select all that apply.

(Choose all that apply)

- ☐ I am a user of Council's Ageing Well services  
☐ I am a carer or family member of an older person in Ballarat  
☐ I am an older person in Ballarat  
☐ I am an advocate for older people in Ballarat  
☐ I am an interested community member  
☐ I am an aged care or aged services worker  
☐ Other (please specify)

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for older people?

Describe your current working arrangements? Select all that apply.

(Choose all that apply)

- ☐ Working full time  
☐ Working part time or casual hours  
☐ Retired  
☐ Volunteering  
☐ Other (please specify)

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for older people?

Are you interested in volunteering opportunities now and in the future

(Choose any one option)

- ☐ Yes  
☐ No  
☐ Not sure



# Inclusive Ballarat

## MySay - City of Ballarat

Would you like to share your thoughts on inclusion for people from diverse cultural and/or religious backgrounds?

(Choose any one option) (Required)

- ☐ Yes
- ☐ No

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people from diverse cultural and/or religious backgrounds?

Please select your level of agreement with the following statements about local public spaces and facilities.

Questions	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree	I don't know
I find parks and outdoor recreation spaces easy to access and welcoming						
I find sports and recreation venues easy to access and welcoming						
I find Council buildings (including community centres) easy to access and welcoming						
I find public events easy to access and welcoming						

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people from diverse cultural and/or religious backgrounds?

How can Council make public facilities and spaces more welcoming and inclusive for people from diverse cultural and religious backgrounds?

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people from diverse cultural and/or religious backgrounds?

Please select your level of agreement with the following statements about Council services.

Questions	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree	I don't know
I find customer services (such as making an enquiry or paying bills) easy to access and use						
I find Council Ageing Well Services (such as Meals on Wheels or In-Home Services) easy to access and use						
I find planning services (such as planning permits) easy to access and use						
I find the Visitor Information Centre (such as tourism information and						

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advice) easy to access and use						
I find waste disposal services (such as transfer station, bin collection) easy to access and use						
I find Parent Place easy to access and use						
I find the libraries easy to access and use						
I find the animal management services (such as pet registration and the animal shelter) easy to access and use						
I find Council Early Years Services (such as Maternal and Child Health, immunisation, childcare and kindergarten) easy to access and use						
I find Council Youth Services easy to access and use						
I find Council business services (such as permits) easy to access and use						

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people from diverse cultural and/or religious backgrounds?

How can Council make its services more welcoming and inclusive for people from diverse cultural and religious backgrounds?

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people from diverse cultural and/or religious backgrounds?

How easy is it to access Council information in the City of Ballarat?

Examples include information about events, activities, building, planning, parking, venue information, meeting minutes and agendas.

(Choose any one option)

- ☐ Very easy
- ☐ Easy
- ☐ Neutral
- ☐ Difficult
- ☐ Very difficult
- ☐ I don't know

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people from diverse cultural and/or religious backgrounds?

How can Council make information more accessible for people from diverse cultural and religious backgrounds?

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Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people from diverse cultural and/or religious backgrounds?

Council often seeks input from the community through meetings, surveys, workshops and advisory committees. How easy is it to share your ideas and opinions with Council?

(Choose any one option)

- ☐ Very easy
- ☐ Easy
- ☐ Neutral
- ☐ Difficult
- ☐ Very difficult
- ☐ I don't know

How can Council make it easier for people from diverse cultural and religious backgrounds to contribute their ideas and opinions?

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people from diverse cultural and/or religious backgrounds?

What is important to you to increase visibility of people from diverse cultural and religious backgrounds in Ballarat? Select all that apply.

(Choose all that apply)

- ☐ Awards for intercultural communities
- ☐ Celebration of cultural days of significance
- ☐ Ensuring public facing materials (e.g. website and newsletters) are inclusive of people from diverse cultural and religious backgrounds
- ☐ Commissioning of artworks and/or murals representing diverse cultures
- ☐ Funding or support to intercultural art, sport and cultural programs
- ☐ Inviting artists and performers from diverse cultural and religious backgrounds to perform at Council-run events
- ☐ Other (please specify)

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people from diverse cultural and/or religious backgrounds?

Are there good employment and volunteering opportunities at Council for people from diverse cultural and religious backgrounds?

(Choose any one option)

- ☐ Yes
- ☐ No
- ☐ I don't know

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☐ Other (please specify)

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people from diverse cultural and/or religious backgrounds?

How can Council better support people from diverse cultural and religious backgrounds as employees and volunteers?

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people from diverse cultural and/or religious backgrounds?

How can Council promote harmony and the sharing of culture between different cultural and religious groups?

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people from diverse cultural and/or religious backgrounds?

How can Ballarat become an attractive place to settle for people of diverse cultural and religious backgrounds?

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people from diverse cultural and/or religious backgrounds?

How can Council act as a leader and role model in promoting a safe and welcoming intercultural city?

# Inclusive Ballarat

MySay - City of Ballarat

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Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people from diverse cultural and/or religious backgrounds?

Do you have any other ideas about how to make Ballarat more inclusive of people from diverse cultural and religious backgrounds?

Would you like to share your thoughts on inclusion for people with disability?

(Choose any one option) (Required)

- ☐ Yes
- ☐ No

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people with disability?

Please select your level of agreement with the following statements about local public spaces and facilities.

Questions	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree	I don't know
I find it easy to access car parks that meet my needs						
I find it easy to access parks and outdoor recreation spaces						
I find it easy to access sports venues						
I find it easy to access Council buildings including community centres						
I find it easy to access public toilets that meet my needs						

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people with disability?

How can Council could create more accessible and inclusive public spaces and facilities for people with disability?

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people with disability?

Please select your level of agreement with the following statements about Council services.

Questions	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree	I don't know
I find customer services (such as making an enquiry and paying bills) easy to access and use						
I find Council Ageing Well Services (such as Meals on Wheels or In-Home Services) easy to access and use						
I find planning services (such as planning permits) easy to access and use						
I find the Visitor Information Centre (such as tourism information and advice) easy to access and use						
I find waste disposal services (such as transfer station, bin collection) easy						

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to access and use						
I find Parent Place easy to access and use						
I find the libraries easy to access and use						
I find Council Early Years Services (such as Maternal and Child Health, immunisation, childcare and kindergarten) easy to access and use						
I find Council business services (such as permits) easy to access and use						
I find Council Youth Services easy to access and use						
I find the animal management services (such as pet registration and the animal shelter) easy to access and use						

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people with disability?

How can Council make its services more accessible and inclusive of people with disability?

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people with disability?

How easy is it to access Council information?

Examples include information about events, activities, building, planning, parking, venue information, meeting minutes and agendas.

(Choose any one option)

- ☐ Very easy
- ☐ Easy
- ☐ Neutral
- ☐ Difficult
- ☐ Very difficult
- ☐ I don't know

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people with disability?

How can Council make information more accessible for people with disability?

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people with disability?

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Council often seeks input from the community through meetings, surveys, workshops and advisory committees. How easy is it to share your ideas and opinions with Council?

(Choose any one option)

- ☐ Very easy
- ☐ Easy
- ☐ Neutral
- ☐ Difficult
- ☐ Very difficult
- ☐ I don't know

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people with disability?

How can Council make it easier for people with disability to contribute their ideas and opinions?

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people with disability?

How easy is it to attend and participate in public events in Ballarat?

Examples include Christmas activities, Begonia Festival, Heritage Festival and commemorations such as Anzac Day.

(Choose any one option)

- ☐ Very easy
- ☐ Easy
- ☐ Neutral
- ☐ Difficult
- ☐ Very difficult
- ☐ I don't know

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people with disability?

How can Council make events more accessible, safe, welcoming and comfortable for people with disability?

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people with disability?



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Are there good employment and volunteering opportunities for people with disability at Council?

(Choose any one option)

- ☐ Yes
- ☐ No
- ☐ I don't know
- ☐ Other (please specify)

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people with disability?

How can Council better support people with disability as employees and volunteers?

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people with disability?

Do you have any other ideas about how to make Ballarat more inclusive of people with disability?

Answer this question only if you have chosen Yes for Would you like to share your thoughts on inclusion for people with disability?

Please use the space below if you would like to tell us about any particularly good examples of accessibility and inclusion in the local area.

The following questions ask for some of your personal information. We ask this information because it helps us in two ways:

1. It helps us see that we are hearing from a range of people from across the community
2. It helps us to see if people who share certain characteristics (such as age or gender) share the same or different views. This helps us understand the impact certain ideas or actions might have on different groups in the community.

### **Your information is confidential.**

Council takes privacy very seriously. You can find out more about our privacy practices [here](#).

All of the responses to the surveys are collected together and analysed. We have not gathered any identifying information such as your name or address.

If you are registered on MySay, your username will be deleted from the data before it is analysed. Therefore none of your responses to the questions below can be linked to you.

Are you responding on behalf of an organisation?

(Choose any one option) (Required)

- ☐ No
- ☐ Yes (please specify)

What is your gender? Select all that apply

(Choose all that apply) (Required)

- ☐ Man
- ☐ Woman
- ☐ Non-binary
- ☐ Prefer not to answer
- ☐ Self-described (please specify)

What is your age?

(Choose any one option) (Required)

- ☐ 5-11 years
- ☐ 12-17 years
- ☐ 18-24 years
- ☐ 25-34 years
- ☐ 35-49 years
- ☐ 50-59 years
- ☐ 60-69 years
- ☐ 70-84 years
- ☐ 85+ years
- ☐ Prefer not to answer

# Inclusive Ballarat

## MySay - City of Ballarat

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Do you identify as an Aboriginal or Torres Strait Islander person?

(Choose any one option) (Required)

- ☐ Yes, Aboriginal
- ☐ Yes, Torres Strait Islander
- ☐ Yes, both Aboriginal and Torres Strait Islander
- ☐ No
- ☐ Prefer not to answer

Do you have a link to Aboriginal and Torres Strait Islander Communities? Select all that apply.

(Choose all that apply) (Required)

- ☐ Yes, my partner is Aboriginal and/or Torres Strait Islander
- ☐ Yes, a member of my family is Aboriginal and/or Torres Strait Islander
- ☐ Yes, I have Aboriginal and/or Torres Strait Islander friends
- ☐ Yes, I work with Aboriginal and Torres Strait Islander Communities
- ☐ No, I don't have a direct link with Aboriginal and Torres Strait Islander Communities
- ☐ Prefer not to answer
- ☐ Other (please specify)

Do you identify as having a disability?

(Choose any one option) (Required)

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

Answer this question only if you have chosen Yes for Do you identify as having a disability?

What kind of disability or disabilities do you have, or have you experienced? Select all that apply.

(Choose all that apply)

- ☐ Physical/mobility (how I move around)
- ☐ Hearing (deaf or hard of hearing)
- ☐ Sight (how I see)
- ☐ Intellectual (how I learn or think)
- ☐ Psychosocial (how I feel and relate to others)
- ☐ Health (chronic health condition)
- ☐ Prefer not to answer
- ☐ Other (please specify)

Do you have a link with people with disability? Select all that apply.

(Choose all that apply) (Required)

- ☐ Yes, my partner has a disability
- ☐ Yes, I am a carer of a person with a disability
- ☐ Yes, a member of my family has a disability
- ☐ Yes, I have friends with disability
- ☐ Yes, I work with people with disability

# Inclusive Ballarat

## MySay - City of Ballarat

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- ☐ No, I don't have a link with people with disability
- ☐ Prefer not to answer
- ☐ Other (please specify)

Do you identify as LGBTIQ+?

(Choose any one option) (Required)

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

Answer this question only if you have chosen Yes for Do you identify as LGBTIQ+?

Would you like to provide more information about how you identify as LGBTIQ+? If so, please select all that apply.

(Choose all that apply)

- ☐ Lesbian
- ☐ Gay
- ☐ Bisexual
- ☐ Transgender
- ☐ Intersex
- ☐ Queer
- ☐ Questioning
- ☐ Asexual
- ☐ Pansexual
- ☐ Prefer not to answer
- ☐ I prefer to self-identify (please specify)

Do you have a link with the LGBTIQ+ community? Select all that apply.

(Choose all that apply) (Required)

- ☐ Yes, my partner/s is LGBTIQ+
- ☐ Yes, a member of my family is LGBTIQ+
- ☐ Yes, I have LGBTIQ+ friends
- ☐ Yes, I work with the LGBTIQ+ community
- ☐ No, I don't have a direct link with the LGBTIQ+ community
- ☐ Prefer not to answer
- ☐ Other (please specify)

How would you describe your cultural background? Select all that apply.

(Choose all that apply) (Required)

- ☐ Australian
- ☐ English
- ☐ Irish
- ☐ Scottish
- ☐ Chinese
- ☐ Italian
- ☐ Indian
- ☐ German
- ☐ Greek
- ☐ Vietnamese
- ☐ Prefer not to answer
- ☐ Other (please specify)

Do you have a link with culturally and/or religiously diverse communities? Select all that apply.

(Choose all that apply) (Required)

- ☐ Yes, my partner is from a diverse cultural and/or religious background
- ☐ Yes, a member of my family is from a diverse cultural and/or religious background
- ☐ Yes, I have friends with diverse cultural and/or religious backgrounds
- ☐ Yes, I work with people from diverse cultural and/or religious backgrounds
- ☐ No, I don't have a direct link with diverse cultural and/or religious communities

# Inclusive Ballarat

## MySay - City of Ballarat

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- ☐ Prefer not to answer
- ☐ Other (please specify)

Do you have a link with older people? Select all that apply.

(Choose all that apply) (Required)

- ☐ Yes, I am an older person
- ☐ Yes, my partner is an older person
- ☐ Yes, I am a carer of an older person
- ☐ Yes, I have family members that are older people
- ☐ Yes, I am friends with older people
- ☐ Yes, I work with older people
- ☐ No, I don't have a direct link with older people
- ☐ Prefer not to answer
- ☐ Other (please specify)

Do you have children under the age of 18 years?

(Choose any one option) (Required)

- ☐ Yes, all aged under 5 years
- ☐ Yes, all aged between 5 and 11 years
- ☐ Yes, all aged between 12 and 17 years
- ☐ Yes, mixed ages up to and including 17 years
- ☐ No
- ☐ Prefer not to answer

Where do you live?

(Choose any one option) (Required)

- ☐ Addington
- ☐ Alfredton
- ☐ Ascot
- ☐ Bakery Hill
- ☐ Bald Hills
- ☐ Ballarat Central
- ☐ Ballarat East
- ☐ Ballarat North
- ☐ Black Hill
- ☐ Blowhard
- ☐ Bo Peep
- ☐ Bonshaw
- ☐ Brown Hill
- ☐ Buninyong
- ☐ Bunkers Hill
- ☐ Burrumbeet
- ☐ Canadian
- ☐ Cardigan
- ☐ Cardigan Village
- ☐ Chapel Flat
- ☐ Coghills Creek
- ☐ Creswick
- ☐ Delacombe
- ☐ Durham Lead
- ☐ Ercildoune
- ☐ Eureka
- ☐ Glen Park
- ☐ Glendaurel
- ☐ Glendonald
- ☐ Golden Point
- ☐ Gong Gong
- ☐ Invermay
- ☐ Invermay Park

# Inclusive Ballarat

## MySay - City of Ballarat

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- ☐ Lake Gardens
- ☐ Lake Wendouree
- ☐ Learmonth
- ☐ Lucas
- ☐ Magpie
- ☐ Miners Rest
- ☐ Mitchell Park
- ☐ Mount Bolton
- ☐ Mount Clear
- ☐ Mount Helen
- ☐ Mount Pleasant
- ☐ Mount Rowan
- ☐ Nerrina
- ☐ Newington
- ☐ Redan
- ☐ Scotchman's Lead
- ☐ Scotsburn
- ☐ Sebastopol
- ☐ Smythes Creek
- ☐ Soldiers Hill
- ☐ Sulky
- ☐ Tourello
- ☐ Warrenheip
- ☐ Wattle Flat
- ☐ Waubra
- ☐ Weatherboard
- ☐ Wendouree
- ☐ Windermere
- ☐ Winter Valley
- ☐ Another municipality