Inclusive Kalamunda
Survey

City of Kalamunda

Creating an accessible community – a place where everyone belongs.

The City is seeking feedback to learn how to improve access and inclusion across the City. Please only answer questions you feel comfortable with and note that none of the questions are compulsory.

Need assistance?

Our team can help complete the survey.
Email socialinclusion@kalamunda.wa.gov.au
or phone 08 9257 9958

The survey will remain open until 18 July 2025.

An online version of this survey is available on engage.kalamunda.wa.gov.au

Go in the draw to win

- First prize: $200 Coles Myer gift card
- Second prize: $50 Coles Myer gift card
- Third prize: $30 Coles Myer gift card
- Fourth prize: $20 Coles Myer gift card

Terms & conditions apply – check engage.kalamunda.wa.gov.au for details

Getting to know you

This information will give us a better understanding of the specific needs of the people of our community.

Which suburb do you live in?

- ☐ Bickley
- ☐ Canning Mills
- ☐ Carmel
- ☐ Forrestfield
- ☐ Gooseberry Hill
- ☐ Hacketts Gully
- ☐ High Wycombe
- ☐ Kalamunda
- ☐ Lesmurdie
- ☐ Maida Vale
- ☐ Paulls Valley
- ☐ Pickering Brook
- ☐ Reservoir
- ☐ Walliston
- ☐ Wattle Grove
- Other (please specify) _____

What is your connection to the City of Kalamunda?

- ☐ Live
- ☐ Work
- ☐ Study
- ☐ Family
- ☐ Volunteer
- ☐ Care
- ☐ Visit
- Other (please specify) _____

What is your age?

- ☐ Under 18
- ☐ 18–24
- ☐ 25–34
- ☐ 35–44
- ☐ 45–54
- ☐ 55–64
- ☐ 65–79
- ☐ 80+

How would you describe your gender?

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Transgender
- ☐ Prefer not to say
- Other (please specify) _____

Are you (select all that apply)

- ☐ A resident of the City of Kalamunda
- ☐ Aboriginal or Torres Strait Islander
- ☐ A person from a culturally and linguistically diverse background
- ☐ Person living with disability
- ☐ Someone caring for an individual living with disability
- ☐ A person with a life changing or chronic illness
- ☐ LGBTQIA+
- ☐ Community service provider
- ☐ Other (please specify)

_____

How would you describe a community that is accessible and inclusive?

How culturally welcoming and inclusive are the City's services, events and public space?

For our culturally and linguistically diverse community, what could the City do to improve access to services, events and public spaces?

Is there anything the City could do to improve cultural safety and belonging for our Aboriginal and Torres Strait Islander people?

What do you think should be the City's priorities in terms of delivering on access and/or inclusion (Rank your top 3 priorities)

- ☐ Information and education workshops for seniors
- ☐ Awareness raising programs. Including International Day of People with a Disability, Hidden Disability Sunflower Project, Carers Week, Dying to Know You Day, learning AUSLAN
- ☐ Supporting community to connect with local volunteer organisations and/or social groups
- ☐ City-owned asset and infrastructure accessibility improvements*, e.g. tactiles, footpath improvements
- ☐ Multicultural programs that celebrate our diverse cultural community
- ☐ Mental and Physical Health and Wellbeing
- ☐ LGBTIQA+ inclusion and support: initiatives to promote acceptance, safety and participation of LGBTIQA+ people
- ☐ Other (add your own)

_____

*Note: Infrastructure improvements are subject to the City's Long Term Financial Plan and Asset Schedule

Did we miss something important to you?

_____

_____

_____

Access and inclusive City events

The City believes that everyone should feel included and have equal opportunity to access City hosted events:

Have you attended an event in the City of Kalamunda?

- ☐ Yes
- ☐ No (please go to question 7)

If no, why not?

_____

Which of these events have you attended?

- ☐ Australian Citizenship Ceremony
- ☐ Community workshop(s)
- ☐ Library activities
- ☐ Australia Day celebrations
- ☐ Sunset Series
- ☐ Kalamunda Performing Arts event(s)
- ☐ Council meetings
- ☐ Advisory group meeting
- ☐ Legacy Lantern Ceremony
- ☐ Youth Activities
- ☐ Zig Zag Gallery events
- ☐ Other (please specify)

_____

Did you experience any challenges during any of the above events? Please describe.

Were the City events accessible and/or inclusive?

	Agree	Disagree	Sometimes	Not applicable
I was able to participate in event activities				
Signage was easy to read and understand				
Appropriate spaces, food and entertainment options were available to me				
Accessible parking and drop off areas were adequate and there were sufficient accessible parking				
Accessible toilets were easy to access				
I felt safe and included at the event				
Audio and visual equipment was sufficient to hear and see the event adequately				
Were your needs taken into consideration so that you could participate?				
I felt the event was friendly and inviting				

From your experience, what makes an event or service accessible and/or inclusive?

Accessible and inclusive City services

The City is committed to ensuring that all people feel included and have equal opportunity to access quality services offered by the City.

Which City services have you used? (select all that apply)

- ☐ Rates or financial
- ☐ Leisure and recreation
- ☐ Planning and building
- ☐ Event planning
- ☐ Library services
- ☐ Safety and Rangers (eg firebreaks, dog registration)
- ☐ Youth services
- ☐ Senior services
- ☐ Disability services
- ☐ Booking facilities (eg halls, ovals)
- ☐ Recruitment/employment
- ☐ Customer services
- ☐ Other (please specify)

_____

Have you experienced exclusion or difficulty accessing any of the services?

- ☐ Yes
- ☐ No

If yes, please state which services and what challenges you experienced

_____

_____

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_____

How could these services be improved to better meet your needs?

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_____

Accessible and inclusive City buildings and facilities

The City is committed to providing welcoming, accessible and inclusive buildings and facilities for all.

Which City buildings or facilities do you use the most? (select all that apply)

- ☐ Administration Building (2 Railway Road, Kalamunda)
- ☐ Jack Healy Centre
- ☐ Kalamunda Performing Arts Centre
- ☐ Kalamunda Community Centre
- ☐ Kalamunda History Village
- ☐ Woodlupine Commnuity Centre
- ☐ Hartfield Park Recreation Centre
- ☐ Libraries (please specify) _____
- ☐ Zig Zag Cultural Centre

Did you experience exclusion or difficulty accessing these buildings or facilities?

- ☐ Yes
- ☐ No

If yes, please state which building/facility and why?

Which access and/or inclusion features of buildings/facilities are important to you?

	Very important	Important	Somewhat important	Not important
Having ACROD parking bays close to the facility entrance				
Ramps to access facilities				
Handrails when using stairs or ramps				
Accessible park facilities (low BBQs, spaces for wheelchairs, wide footpaths)				
An accessible and/or unisex toilet				
An accessible and/or unisex change room				
An accessible parent and child change room				
Quiet or calming spaces				
Appropriate and/or considerate seating options				
Signage that is easy to read (eg. colour contrast, font style and size, clear wording)				

Any other features that help improve access and/or inclusion (please specify)

Receiving information from the City and participating in public consultation

All people receive information from the City in a format that is inclusive, and they can readily access.

How do you access information or find out about City services, events or projects?

- ☐ Talking to City staff
- ☐ Hardcopy posters and flyers
- ☐ City website
- ☐ Local newspaper – advertisements or articles
- ☐ City monthly e-newsletter
- ☐ City social media page
- ☐ Word of mouth
- ☐ Engage Kalamunda (Have Your Say)
- ☐ Other (please specify) _____

When you are accessing information and finding out about City services, events or projects:

	Agree	Disagree	Not applicable
Information is easy for me to find			
Information is easy for me to see			
Information is easy for me to understand			
Information is available in a format that meets my needs			

What could make accessing information about City service, events, or projects easier?

Providing feedback and complaints

City of Kalamunda believes all people should have an equal opportunity to provide feedback and/or make complaints to their local public authority.

Select the statement that applies to you.

- [ ] I have provided feedback to the City on any topic or issue
- [ ] I have made a complaint to the City on any topic or issue
- [ ] I have had no reason to complain or provide feedback
- [ ] I have had a reason to complain or provide feedback, but have not done so (please provide a reason why)

_____

How do you prefer to provide feedback or make a complaint? (select as many as apply)

- [ ] In person at a City facility
- [ ] City social media page
- [ ] Use of an interpreter
- [ ] Email
- [ ] Phone
- [ ] Letter
- [ ] Other (please specify) _____

How do you feel when providing feedback or making a complaint?

	Agree	Disagree	Neither agree or disagree
I feel listened to			
I feel I am treated with respect			
City services are flexible to my needs			
I feel like my feedback is considered			
My feedback usually receives a response, regardless of whether it has been actioned or not			

If you disagree with any of the above, please describe your experience(s):

_____

_____

_____

_____

_____

_____

Accessible and inclusive employment opportunities

The City is committed to ensuring that everyone has equal access to employment, volunteering, and training opportunities.

Have you experienced any barriers when applying for a volunteer, staff or work experience position with the City of Kalamunda?

☐ Yes ☐ No

If yes, what were the barriers you experienced?
For example: difficulty finding information, unclear instructions, application process was too complex, or staff were not helpful.

Is there any other feedback you would like to share regarding access and/or inclusion at the City of Kalamunda?

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City of Kalamunda

Enter the draw to WIN a $200 Coles Myer gift card.
Simply fill in the following details for your chance to win.

To be eligible to go in the draw for a $200 Gift Card, please complete the following details to enable us to contact you if you win:

Name _____

Email _____

Phone _____

Thank you for your feedback, the information that you have provided will help the City learn how to improve access and inclusion across the City.