

**Easy English** information from Tenterfield Shire Council

## **Survey – People with disabilities and their carers**

January 2023



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# How to use this survey

We have written this survey in a simple easy English. Some explanations are necessary to be accessible.

In this book, 'we' means Tenterfield Shire Council.



## You can get help with this survey

You can get someone to help you

- read this survey
- understand what this survey is about
- find out more.

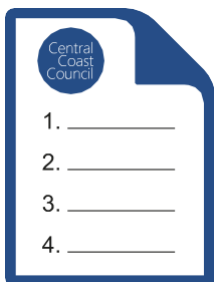
## About this survey



Tenterfield Shire Council is reviewing its Disability Inclusion Action Plan (DIAP). This plan outlines the practical steps the Council can put in place to break down barriers and promote access to services, information and employment and promote the rights of people with disability. We want to update the Plan to ensure it reflect what people with a disability and their carers think.

We want you to answer some questions about your life in Tenterfield Shire:

- if you have a disability
- if someone in your family has a disability
- if you are a carer for someone with a disability



All the answers will help us make our new Disability Inclusion Action Plan.

This new Plan is to help you find information and support more easily.

Then you will be able to join in community life more if you want to.



If you want to know more about the new Plan, please write your email address here:

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**Please fill in this survey  
by Friday 24 February**

Please write a tick like this in the box next to your answers ✓

## About you

These questions are for statistical purposes and not compulsory however, it will help us to understand you better and the support services you require.

### Question 1

Are you

a person with disability?

a carer for someone with disability?

something different?

If you do not have disability and are not a carer please write here why you want to answer the survey.



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## Question 2

What village do you live in?

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## Question 3



Are you an Aboriginal or Torres Strait Islander person?

- Aboriginal
- Torres Strait Islander
- Aboriginal **and** Torres Strait Islander
- not** Aboriginal or Torres Strait Islander



## Question 4

How old are you?

a child (less than 12 years old)

a young person  
(between 12 and 24 years old)

an adult (25 to 59 years old)

an older person (60 years old or more)

## Question 5

What language do you speak at home?

English

a different language

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## Question 6

Gender Identity

female

male

other. Please write here what gender you are:

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## Question 7

What is your sexual orientation?

heterosexual (attracted to an opposite or different gender to me)

gay or lesbian (attracted to the same gender as me)

bisexual (attracted to multiple genders)

prefer not to say

other



## Life in Tenterfield

### Question 9

From the following points select the good things about living in Tenterfield for people with disability?

Choose as many answers as you want.

- most people accept people with disability
- I can get to places where I can enjoy nature
- I can get to most public places I want to visit
- I can get to most businesses I want to visit
- it is easy for me to get around
- there are jobs for people with disabilities
- there are good education choices for people with disability
- I can have a say in what happens
- I can get the services I need



Please write any other good things here if you want.

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## Question 10



If you could choose one thing, what would you say is the biggest challenge you have to face living in Tenterfield?

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Please write any other things here if you want.

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## Question 11

If you could choose one thing, what would you change in Tenterfield to make it easier to join in community life?



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Please write any other things here if you want.



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## Question 12

While the coronavirus might still be in the community, do you still feel part of the community?

yes, I still feel part of the community

no, I do not feel part of the community



If your answer is no, please write why.

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# How people treat you

## Question 13

Have you felt discrimination against you or someone you care for because of disability?

yes

no

## Question 14

Where have you noticed discrimination happening?

Tick all the places it has happened.

at work

at school, TAFE

at a government agency

when out in the community

somewhere else





If somewhere else, please give more detail.

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### **Question 15**



What do you think the discrimination was about?

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### **Question 16**



What can we do to help stop discrimination from happening to people with disability?

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# Getting around

## Question 17

Is there anything that makes it hard for you to get around?

Please tick as many boxes as you want to.

- I do not live near a bus stop or train station
- buses and trains do not come often enough
- it costs too much money for me to get around
- I cannot get buses or trains (they are not accommodated to my disability)
- the paths do not feel safe
- there are not enough paths
- I need someone to come with me
- other things make it hard to get around.



Please write any the other things here if you want to.

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nothing makes it hard for me to get around.

## Question 18

What are the **top 3 places** you would like to go that you cannot get to? Please tick just 3 boxes.

playgrounds

bushland

swimming pools

sports fields

the library to read or borrow books from

- Council's Customer Service – Admin Building
- Council's Depot Building
- Council's Website
- theatre, cinemas for movies, and art galleries
- shopping around town
- car parks
- pubs and clubs
- places to take a caravan or go camping
- any other places you would like to go that you cannot get to.

Please write any other places here.



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## Question 19

Think about visiting public places, libraries, shops and offices.

What things make it easier to visit these places in the community?

Please tick as many boxes as you want to.

- hearing loops
- captions on films and videos
- accessible paths and ramps
- colours that show up easily
- tactile marks on paths
- public toilets and changing rooms that are easy to use
- parking that is easy to use

- picking up and dropping off places
- buildings that are easy to go into
- shade and outdoor places with a roof
- seats in public places for people who are older or not strong and might need to sit down
- more signs about accessibility
- signs to help you find your way
- Braille, Auslan interpreter, or tactile signs
- use the National Relay Service
- accessible websites
- quiet places
- places that are not so bright
- staff who are good at helping people with disability

places that have been built so people with disability can use them easily. These places might have low counters and wide doorways.

any other things that make it easier to visit places.



Please write any other things here.

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## Question 20

Do you think shops and offices are mostly easy to get into and make people with a disability feel welcome?

yes

no

## Question 21

When you plan an outing in or around Tenterfield what information do you look for?



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## Getting information

### Question 22

How can Tenterfield Shire Council make information easier to find? Please tick as many boxes as you want to.

- have an Easy English version
- have videos with captions
- have audio available
- use accessible layouts
- use image descriptions
- have information on paper
- make sure everyone gets the information they need
- anything else to make information easier to find



Please write any other ways here.

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## Question 23

What kind of information would you like?

Please tick as many boxes as you want to.

I want to know:

about things in my community that I can join in

what activities and places are accessible to people with a disability

about services that Council provides

how to get help from the NDIS and support services

about emergency information that is accessible

stories about people in my community

any other information you would like



Please write any other information here.

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# Tenterfield Shire Council

## Question 24

What Council programs do you or the person you care for already participate in?

Please tick as many boxes as you want to.

- big events
- community events and activities
- library services
- sports
- childcare
- activities for young people
- activities for older people
- art, music, dancing, movies or plays
- community classes

a Council committee or group

any other programs you or the person you care for participate in



Please write any other programs here.

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you or the person you care for do not participate in any Council programs



If you do not, please write here why not.

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## Question 25

Would you like to be involved in a forum to discuss these issues and their solutions?



Yes

No

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## Question 26

How can we improve Council services so people with disabilities can easily access them and feel welcome?

Please tick as many boxes as you want to.

- have staff who are used to working with people with disability
- make the information more accessible
- tell the community when the information is accessible
- use Auslan and captions
- have sensory-friendly information
- put information in places where it can be seen by people who use wheelchairs
- put information in places where it can be seen by people who have assistance animals
- put information in places where it can be seen by other people with disability



- please write any other ideas to make it easier for people with disabilities to use Council programs.

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### **Question 27**

Is it hard for you or the person you care for to do any of these things with Council?

Please tick as many boxes as you want to.

- fill in a form
- pay a bill
- apply for something
- submit comments or feedback to Council

say what you think

rent a place for an event

other things that were hard to do



Please write the other things that were hard here.

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I had no difficulties doing these things



## Question 28

How can we make it easier for people with disabilities to do things with Council?



Please write your ideas here.

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# Jobs

## Question 29

Please answer this question if you or the person you care for has a job. Please also answer if you do not have a job anymore.

What do you like about having a job? Please write your answer here.



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## Question 30

Have you or the person you care for found it hard to find or keep a job?

Yes

No, it was not hard to find or keep a job.



Please write why it was hard to find or keep a job.

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## Question 31

What can employers do to help people with disabilities find a job they like?



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# Final ideas

## Question 32

Please write any other things about your life in Tenterfield as a person with a disability or as a carer.



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## **Sending back this survey**

**Thank you for helping us.**

You can send this survey back to us by email or post:



**Send by email to**

[n.londono@tenterfield.nsw.gov.au](mailto:n.londono@tenterfield.nsw.gov.au)



**Send by post to:**

Natalia Londono  
Community Development Advisor,  
Tenterfield

247 Rouse Street

NSW 2250



**Or you can phone us if you need help:**

Natalia Londono  
Phone 0439 954 562