# Background

The Perth Theatre Trust (PTT) manages or leases the following venues on behalf of the State Government of Western Australia:

* Albany Entertainment Centre
* His Majesty’s Theatre
* Perth Concert Hall
* State Theatre Centre of Western Australia
* Subiaco Arts Centre

It is a requirement of the *Disability Services Act 1993* that public authorities develop and implement a Disability Access and Inclusion Plan (DAIP) that outlines the way in which the authority will ensure that people with disability have access to its facilities and services.

The Perth Theatre Trust (PTT) is committed to ensuring that their venues are accessible and inclusive for people of all ages and abilities.

PTT is reviewing its current DAIP, and invites you to complete this survey to provide feedback.

The survey can be completed and lodged in electronic format via the link <https://www.surveymonkey.com/r/PTT_DAIP> or as a word document, either in hard copy or as an electronic document.

If you have completed a printed copy of the survey please return it to the Perth Theatre Trust by one of the methods listed below;

* in person to the administration office - Stage Door, His Majesty’s Theatre, 825 Hay St, Perth WA 6000; or
* via post to PO Box 7118, Cloisters Square WA 6850; or
* via email to info@ptt.wa.gov.au;

If you require assistance to complete the survey please contact the Manager, Communications and Programming on 9265 0957.

If you would like to view the current DAIP an electronic copy is available from the Perth Theatre Trust website here; <https://www.ptt.wa.gov.au/about-us/publications/disability-access-and-inclusion-plan/> or printed copies can be posted to you on request by contacting 9265 0957. Alternatively you can pick one up by coming to Stage Door, His Majesty’s Theatre, 825 Hay St, Perth WA 6000.

Completed forms should be returned by Wednesday 31 January, 2018

Thank you for taking the time to complete this survey.

# Accessibility of events

1. Have you accessed any services or events provided by Perth Theatre Trust or any of its venues?

[ ]  Yes

[ ]  No

1. On a scale of 1 (not good) to 5 (excellent) please indicate how the experience was for you:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **1 (not good)** | **2** | **3** | **4** | **5 (excellent)** |
| Venue experience |[ ] [ ] [ ] [ ] [ ]

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

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Do you agree or disagree with the following statements about how accessible and inclusive events are for you?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Agree | Disagree | Unable to comment |
| I was able to participate in some event activities | [ ]  | [ ]  |[ ]
| The services at the event met my particular needs | [ ]  | [ ]  |[ ]
| Signage was easy to read and understand | [ ]  | [ ]  |[ ]
| The event layout allowed for easy access | [ ]  | [ ]  |[ ]
| The ACROD parking was well placed | [ ]  | [ ]  |[ ]
| Accessible toilets were easy to access | [ ]  | [ ]  |[ ]
|  |  |  |  |
| Any further comments?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

# Accessibility of buildings

1. Have you accessed any of the buildings or facilities provided by Perth Theatre Trust?

[ ]  Yes

[ ]  No

1. On a scale of 1 (not good) to 5 (excellent) please indicate how the experience was for you:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** **(not good)** | **2** | **3** | **4** | **5** **(excellent)** |
|[ ] [ ] [ ] [ ] [ ]

1. In what capacity were you attending the building or facility? (e.g. audience member, visitor

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What access features of our buildings are important to you?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Agree | Disagree | Unsure |
| Having ACROD parking bays close to the facility | [ ]  | [ ]  |[ ]
| A connecting pathway to the building entrance | [ ]  | [ ]  |[ ]
| I need ramps to access facilities | [ ]  | [ ]  |[ ]
| I require hand rails when using stairs or ramps | [ ]  | [ ]  |[ ]
| An accessible toilet facility | [ ]  | [ ]  |[ ]
| Signage that is easy to read (good colour contrast, font size, clarity of message) | [ ]  | [ ]  |[ ]
|  |  |  |  |
| Any further comments?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

# Receiving information

1. How do you access information for Perth Theatre Trust (and their venues) performances (select as many that apply)?

[ ]  Talking to staff in the venues

[ ]  Perth Theatre Trust website

[ ]  Posters and flyers

[ ]  Perth Theatre Trust e-newsletters

[ ]  Newspaper articles or advertisements

[ ]  Social media (e.g. Facebook)

[ ]  Ticketing websites

[ ]  Other (please specify)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Do you agree or disagree with the following statements about accessing information or promotions from the Trust

|  |  |  |  |
| --- | --- | --- | --- |
|  | Agree | Disagree | Unable to comment |
| Information was easy for me to find | [ ]  | [ ]  |[ ]
| Information was easy for me to see (i.e. font size / colour contrast) | [ ]  | [ ]  |[ ]
| Information was easy for me to understand | [ ]  | [ ]  |[ ]
| Information was available in a format that met my needs | [ ]  | [ ]  |[ ]
|  |  |  |  |
| Any further comments?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

# Providing feedback and complaints

1. Which of the following apply to you (please select the comment that applies to you)?

[ ]  I have given feedback to the Perth Theatre Trust

[ ]  I have made a complaint to the Perth Theatre Trust

[ ]  I have had no reason to complain or give feedback (go to question 14)

[ ]  I have had a reason to complain or give feedback, but have not done so (go to question 12)

1. Do you agree or disagree with the following statements about the Perth Theatre Trust processes for providing feedback or making a complaint?

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Agree** | **Disagree** | **Unable to comment** |
| I felt listened to | [ ]  | [ ]  |[ ]
| I felt I was treated with respect | [ ]  | [ ]  |[ ]
| The services were flexible enough to meet my needs | [ ]  | [ ]  |[ ]

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

[ ]  In person at a venue

[ ]  Email

[ ]  Phone

[ ]  Perth Theatre Trust website

[ ]  Perth Theatre Trust Facebook page

[ ]  Text via mobile phone

[ ]  Not applicable

[ ]  Other (please specify)

# Accessing employment opportunities for people with disability

1. Have you applied for any positions at Perth Theatre Trust in the following capacities (select as many as apply)?

[ ]  Volunteer

[ ]  Work experience

[ ]  Employed

[ ]  I have not enquired about any positions (skip to Question 17)

1. How did you find out about the vacant position(s), select as many as apply?

[ ]  Newspaper

[ ]  Webpage

[ ]  Word of mouth

[ ]  Asked staff

[ ]  Not applicable

[ ]  Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Based on your experience do you agree or disagree with the following statements?

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Agree** | **Disagree** | **Unable to comment** |
| I was able to locate the job pack easily | [ ]  | [ ]  |[ ]
| I found the application process easy | [ ]  | [ ]  |[ ]
| I found staff to be approachable and helpful | [ ]  | [ ]  |[ ]

Any further comments?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Have we improved in the past five years?

1. Have you noticed any improvements Perth Theatre Trust has made in access and inclusion over the last five years?

[ ]  Yes

[ ]  No (skip to Question 20)

1. If yes, what have been the main improvements?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What benefit have you received from these improvements?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Do you have any suggestions on how the Perth Theatre Trust could improve access and inclusion for the future?

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SURVEY ENDS

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

Would you like us to contact you in regards to this feedback? If yes please complete the contact details below:

Name:

Contact number:

Email address: