# Background

The Arts and Culture Trust (formerly Perth Theatre Trust) owns, manages or leases venues and spaces on behalf of the State Government of Western Australia including:

* Albany Entertainment Centre
* Goldfields Arts Centre
* His Majesty’s Theatre
* Perth Concert Hall
* Perth Cultural Centre Public Realm
* 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 authorities ensure that people living with disabilities have access to all facilities and services.

The Arts and Culture Trust (ACT) is committed to ensuring its venues and spaces are accessible and inclusive for people of all abilities. ACT is reviewing its current DAIP and invites you to complete this anonymous survey to provide feedback and inform the revision.

The survey can be completed online at <https://www.surveymonkey.com/r/ACTDAIP2023> or completed as a word document below, either in hard copy or as an electronic document. A survey can be sent to you by calling (08) 9265 0946 or emailing [inclusion@artsculturetrust.wa.gov.au](mailto:inclusion@artsculturetrust.wa.gov.au). Surveys are also available for collection in person at any of the following Box Offices;

* Albany Entertainment Centre, 2 Toll Place, Albany WA 6330
* Goldfields Arts Centre, 35 Cheetham Street, Kalgoorlie WA 6430
* His Majesty’s Theatre, 825 Hay Street, Perth WA 6000
* Perth Concert Hall, 5 St Georges Terrace, Perth WA 6000
* State Theatre Centre of WA, 174 - 176 William Street, Perth WA 6000
* Subiaco Arts Centre, 180 Hamersley Road, Subiaco WA 6008

If you have completed a printed copy of the survey, please return it to the Arts and Culture Trust by one of the methods listed below:

* Via post PO Box 7118, Cloisters Square WA 6850; or
* In person at any of the above Box Offices; or
* Via email to [inclusion@artsculturetrust.wa.gov.au](mailto:inclusion@artsculturetrust.wa.gov.au)

The survey should be completed and returned by Monday, 24 April 2023.

If you require any assistance completing the survey, please call (08) 9265 0946.

Thank you for taking the time to complete this survey.

Please note, if you would like to view the current DAIP, a copy is available from our website here [DAIP 2018 - 2022](https://www.artsculturetrust.wa.gov.au/about-us/publications/disability-access-and-inclusion-plan/); printed copies are available at our Box Offices; or can be sent to you by calling (08) 9265 0946 or emailing [inclusion@artsculturetrust.wa.gov.au](mailto:inclusion@artsculturetrust.wa.gov.au).

# About you

1. Before commencing this survey, we would like to know a little more about you. Please check all that apply to you and/or you identify with.

Person with a disability

Wheel-chair user

Caregiver of a person with a disability

Family member or friend of a person with a disability

Employee of Arts and Culture Trust

Resident Company/Arts Organisation

Patron of Arts and Culture Trust events

Prefer not to answer

# Accessibility of events

1. Have you accessed any services or events provided by Arts and Culture Trust?

Yes

No (go to Question 6)

1. On a scale of 1 (poor) to 5 (excellent) please indicate how the experience was for you:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1**  **(poor)** | **2** | **3** | **4** | **5**  **(excellent)** |
|  |  |  |  |  |

1. What was the service or services accessed and what made the experience positive or negative for you?

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

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | | Agree | | Somewhat  agree | | Neither agree nor disagree | | Somewhat disagree | | Disagree | | Unable to comment |
| I was able to participate in some event activities | | | | |  |  | |  | |  | |  | |  |
| The services at the event met my 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 and spaces

1. Have you accessed any Arts and Culture Trust buildings or spaces?

Albany Entertainment Centre

Goldfields Arts Centre

His Majesty’s Theatre

Perth Concert Hall

Perth Cultural Centre Public Realm

State Theatre Centre of WA

Subiaco Arts Centre

No, none of the above (go to Question 10)

1. On a scale of 1 (poor) to 5 (excellent) please indicate how the experience was for you:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1**  **(****poor)** | **2** | **3** | **4** | **5**  **(excellent)** |
|  |  |  |  |  |

1. What was the services or services accessed and what made the experience positive or negative for you?

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

1. In what capacity were you attending the building or space? Select as many as apply.

Audience member

Visitor

Performer

Hirer

Workshop participant

Workshop facilitator

Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Agree | | | Somewhat  agree | | Neither agree nor disagree | | Somewhat disagree | | Disagree | | Unable to comment | | | |
| ACROD parking bays close by | |  | |  | |  | |  | |  | |  | | | |
| A connecting pathway to the building entrance | |  | |  | |  | |  | |  | |  | | | |
| Ramps to access facilities | |  | |  | |  | |  | |  | |  | | | |
| Handrails when using stairs or ramps | |  | |  | |  | |  | |  | |  | | | |
| An accessible toilet facility | |  | |  | |  | |  | |  | |  | | | |
| Adequate lighting | |  | |  | |  | |  | |  | |  | | | |
| 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 from Arts and Culture Trust venues and spaces for performances? Select as many as apply.

Talking to staff in the Venues

Venue website

Posters and flyers

E-newsletters

Arts organisation websites

Newspaper articles or advertisements

Facebook

Instagram

Show EDMs

Accessibility listings

Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Agree | | Somewhat agree | Neither agree nor disagree | Somewhat disagree | 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 applies to you (please select one)?

I have previously provided feedback to the Arts and Culture Trust

I have previously made a complaint to the Arts and Culture Trust

I had a reason to complain or provide feedback but did not do so

I have had no reason to complain or provide feedback (go to Question 15)

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Agree** | **Somewhat**  **agree** | **Neither agree nor disagree** | **Somewhat disagree** | **Disagree** | **Unable to comment** | |
| I felt listened to |  |  |  |  |  |  | |
| I felt I was treated with respect |  |  |  |  |  |  | |
| The services were flexible enough to meet my needs |  |  |  |  |  |  | |
| There was a barrier or reason I did not make contact |  |  |  |  |  |  | |
| Any further comments? | | | | | | |

1. How do you prefer to provide feedback or make a complaint? Select as many as apply.

In person at a venue

Email

Phone

Website

Social media (e.g. Facebook/Instagram)

Text via mobile phone

Not applicable

Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Accessing employment opportunities for people with disability

1. Have you applied for any positions at the Arts and Culture Trust in the following capacities? Select as many as apply.

Volunteer

Work experience

Internship

Employment

I have not enquired about any positions (go to Question 19)

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

Newspaper advertisement

Website/webpage

Email

Word of mouth

Asked staff

Social media (e.g. Facebook/Instagram)

Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Agree** | **Somewhat**  **agree** | **Neither agree nor disagree** | **Somewhat disagree** | **Disagree** | **Unable to comment** | |
| I was able to access the job pack easily |  |  |  |  |  |  | |
| I found the application process easy |  |  |  |  |  |  | |
| I found staff to be approachable and helpful |  |  |  |  |  |  | |
| Any further comments? | | | | | | |

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

Yes

No

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

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

1. Do you have any suggestions on how the Arts and Culture Trust could improve access and inclusion for the future, including new or improved services?

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

**END OF SURVEY**

**Thank you for filling out this survey!**

1. Would you like us to contact you regarding this feedback or keep you informed of any changes to our Disability Access and Inclusion Plan?

If yes, please complete the contact details below:

Name:

Email address:

Phone Number: