# **Tips for completing the Guide Dogs 2023 Client Survey**

The online survey is presented on EY Sweeny’s professional survey platform.

The survey has been tested for accessibility and works well on most devices. If you have any difficulties accessing the survey, please seek assistance or use the phone option.

Each page has a simple design with only one question for easy navigating. To move through the survey, use the Next button at the bottom right of the page or the Back button at the bottom left.

For screen reader users, the survey works well using standard Internet navigation. However, some screen readers don’t automatically start from the top of a new page when it loads. It’s a good idea to use your screen reader’s top-of-page keyboard command or touchscreen gesture to be sure.

If required, you can provide your answers to the survey across multiple sittings, on the same device, by just clicking on the link to go back to where you left off.

You can change your mind and stop completing the online survey at any time, and if you prefer you can contact the 1800 965 900 to provide your contact details to participate in the survey by telephone.

All questions are mandatory.

A few questions will require you to type in your response. However, on these questions you can decide not to answer/ type a response by selecting this option.

If you wish to review or change your responses you can go back to previous questions using the “back” bottom provided at the bottom left of each page.