

I hereby give notice that an ordinary meeting of the Disability Strategic Advisory Panel will be held on:

Date: Monday, 17 March 2014
Time: 11.00am
Meeting Room: Boardroom, Ground Floor
Venue: Auckland Town Hall
301-305 Queen Street
Auckland

Disability Strategic Advisory Panel

OPEN AGENDA

MEMBERSHIP

Chairperson	Dr Huhana Hickey
Deputy Chairperson	Colleen Brown, MNZM, JP
Members	Sandra Budd David Hughes Tania Kingi Clive Lansink Don McKenzie, CNZM, OBE Dr Terry O'Neill Ezekiel Robson Susan Sherrard
Liaison Councillor	Sharon Stewart, QSM

(Quorum 5 members)

Mike Giddey
Democracy Advisor

13 March 2014

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TERMS OF REFERENCE

The Disability Strategic Advisory Panel (DSAP) was established by the Mayor in June 2011.

Its purpose is to provide strategic advice on pan-disability issues to the Mayor, governing body, local boards, Council Controlled Organisations (CCOs) and Council on:

- the interests and preferences of persons with disabilities in Auckland in relation to regional strategies, policies, plans, and bylaws of the Council;
- any other matters that the Panel considers to be of particular interest or concern to persons with disabilities in Auckland; and
- processes and mechanisms for engaging with persons with disabilities in Auckland.

The DSAP has up to 11 members who are appointed on the basis of their individual expertise and experience in strategic thinking, governance and communication skills, knowledge of disability and accessibility issues and connections with disability organisations and networks across Auckland.

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1 Apologies

An apology has been received from Susan Sherrard.

2 Declaration of Interest

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

3 Confirmation of Minutes

That the Disability Strategic Advisory Panel:

- a) confirm the ordinary minutes of its meeting, held on Monday, 17 February 2014 as a true and correct record.

4 Extraordinary Business

Section 46A(7) of the Local Government Official Information and Meetings Act 1987 (as amended) states:

“An item that is not on the agenda for a meeting may be dealt with at that meeting if-

- (a) The local authority by resolution so decides; and
- (b) The presiding member explains at the meeting, at a time when it is open to the public,-
 - (i) The reason why the item is not on the agenda; and
 - (ii) The reason why the discussion of the item cannot be delayed until a subsequent meeting.”

Section 46A(7A) of the Local Government Official Information and Meetings Act 1987 (as amended) states:

“Where an item is not on the agenda for a meeting,-

- (a) That item may be discussed at that meeting if-
 - (i) That item is a minor matter relating to the general business of the local authority; and
 - (ii) the presiding member explains at the beginning of the meeting, at a time when it is open to the public, that the item will be discussed at the meeting; but
- (b) no resolution, decision or recommendation may be made in respect of that item except to refer that item to a subsequent meeting of the local authority for further discussion.”

Universal access and design position paper

File No.: CP2014/04373

Purpose

1. This report informs the Disability Strategic Advisory Panel of a 'position paper' being developed to identify key opportunities for council to lift its game in terms of universal access, design and inclusion. It also seeks guidance on how best to engage with this panel in the development of this paper.

Executive Summary

2. As a result of the May 2013 Universal Design Conference, a cross council Universal Design Working Group formed to identify how the council can make a bigger difference in the areas of access, inclusion and design.
3. The group includes representatives from Human Resources, the Built Environment team, Auckland Transport, Communications and Public Affairs, and Community Development, Arts and Culture.
4. Current focus areas of the group are:
 - developing a position paper on current activity, opportunities and priorities for the council in relation to access, inclusion and design
 - exploring a potential one day event on universal access, design and inclusion hosted by Auckland Council in 2014 for local authorities nation-wide, on good practice, successes, what works and how to achieve step changes
 - learning from demonstration projects on how to promote universal access and design principles (current projects are the Wilsher Village housing development and the redevelopment of the Glen Eden town centre)
 - preparing for a national universal design conference in Auckland to be held in 2015, in partnership with Lifemark.
5. A short position paper is being developed in consultation with this Panel and other key stakeholders and partners, to identify key activity across the council that is enhancing access, inclusion and universal design outcomes. It will also identify opportunities for the council to make a greater difference in this area, along with recommendations for action.
6. This paper will include the direction already given by DSAP on priorities for council. The June 2012-July 2013 strategic priority areas for DSAP were accessible environment and urban design, accessible information and communications, accessible and effective public transport, inclusive events and access to arts and culture, management and reporting to the governing body, local boards and CCOs, and valuing the voice of persons with disabilities.
7. Improving universal access and inclusion was a priority of the former Social and Community Development Forum. The Community Development and Safety Committee has affirmed that this is a key focus area for its work in the current term of council. See Attachment A for an update on disability, access and inclusion that went to this Committee in February 2014.
8. In its 'End of term one report' to the governing body (September 2013), DSAP noted success stories within the council as being: the development of Accessible Communication Guidelines, universal design getting on the agenda via the May 2013 national Universal Design Conference hosted by the council in association with Lifemark, and a Thriving Communities consultation event with Auckland Disability Law.

9. Challenges noted by DSAP included lack of consistency across the council in consulting with DSAP, accessible communications, connecting with the disability community, resourcing for DSAP and identifying responsibility for progressing action.
10. Suggestions from DSAP for the current term of the council are to:
 - develop guidelines and training for staff on disability, access and inclusion
 - develop an Access and Inclusion policy
 - provide resourcing and mechanisms for connecting the disability community with the council
 - raise the profile and visibility of DSAP and related issues through:
 - locating DSAP and other panels in the Office of the Chief Executive
 - including accessibility and inclusion performance indicators for chief executives (council and CCOs)
 - including reference to access, inclusion and disability in CCO Statements of Intent
 - advocate to central government on key issues (for example the Building Code review).
11. Other key opportunities include increasing universal design expertise within council through staff training, resourcing accessibility audits and universal design expertise in public space and infrastructure projects, forming strategic partnerships and collective impact approaches.
12. The position paper provides an opportunity for DSAP to reflect on its priorities and further influence council thinking and action. It should be noted that the paper takes a broad perspective of universal access, design and inclusion, which includes but is not limited to disability.
13. To engage DSAP in the preparation of this position paper, a workshop is proposed at the April DSAP meeting, and for the draft position paper to be endorsed by DSAP before going to the Community Development and Safety Committee. Guidance from DSAP is sought on how and to what level it wishes to be involved in the development of the position paper.

Recommendation/s

That the Disability Strategic Advisory Panel:

- a) receive the universal access and design position paper report.
- b) workshops priorities and opportunities for this position paper at the Panel's next meeting.
- c) consider the draft position paper for endorsement at the Panel's May or June 2014 meeting.

Implementation Issues

14. Implementation and resourcing issues will be highlighted in the position paper.

Attachments

No.	Title	Page
A	Report to Community Development and Safety Committee: Disability, Access and Inclusion Update	11

Signatories

Author	Rachael Trotman – CDS Principal Advisor
Authoriser	Kevin Wright - Manager: Transport Strategy –Lead Officer Support DSAP

Disability, Access and Inclusion Update

File No.: CP2014/01274

Purpose

1. This report updates the Community Development and Safety Committee on key activity in the areas of disability, access, universal design and inclusion within the council in the current financial year.

Executive Summary

2. Key activities in the areas of disability, access, universal design and inclusion across the council and the CCOs in the 2013/2014 year include:
 - the launch of the Auckland Urban Design Manual in September 2013, which provides best practice advice on accessibility
 - continuation of the council's strategic relationship with the Be. Institute
 - a trial of accessible online voting for vision impaired people
 - development of Accessible Communications Guidelines for council staff
 - adoption of the Auckland Transport Disability Policy (May 2013) and the review of its Code of Practice
 - a hui in December 2013 between Wānanga ā Whānau Haua (disabled Māori) and the council at Auckland Airport Marae.
3. Areas of focus to July 2014 include:
 - a position paper on current activity, opportunities and priorities for the council to create a more liveable city in terms of access, universal design and inclusion
 - development of a Shop Mobility concept
 - a second universal design conference in August 2014, in partnership with Lifetime Design Limited, also known as Lifemark
 - celebration of disabled women as part of International Women's Day
 - a disability employment forum.

Recommendation

That the Community Development and Safety Committee:

- a) receive the Disability, Access and Inclusion Update report.

Discussion

4. The Auckland Plan articulates a vision for the world's most liveable city as a place where all people are included, able to move freely and can physically access its opportunities, regardless of age, ability or life stage. Supporting access and inclusion were priorities of the Social and Community Development Forum and the core purpose of the Disability Strategic Advisory Panel (DSAP), previously known as the Disability Strategic Advisory Group.
5. This report highlights some of the key initiatives underway across the council to improve access and inclusion.

6. In its 'End of term one report' to the governing body (September 2013), DSAP noted success stories within the council as being: the development of Accessible Communication Guidelines, universal design getting on the agenda via the May 2013 national Universal Design Conference hosted by the council in association with Lifemark, and a Thriving Communities consultation event with Auckland Disability Law.
7. Challenges noted by DSAP included lack of consistency across the council in consulting with DSAP, accessible communications, connecting with the disability community, resourcing for DSAP and identifying responsibility for progressing action.
8. Suggestions from DSAP for the current term of the council are to:
 - develop guidelines and training for staff on disability, access and inclusion
 - develop an Access and Inclusion policy
 - provide resourcing and mechanisms for connecting the disability community with the council
 - raise the profile and visibility of DSAP and related issues through:
 - locating DSAP and other panels in the Office of the Chief Executive
 - including accessibility and inclusion performance indicators for chief executives (council and CCOs)
 - including reference to access, inclusion and disability in CCO Statements of Intent
 - Advocate to central government on key issues (for example the Building Code review that is starting in 2014).

Key activity 2013-2014

9. Disability, access and inclusion activities were led by Council and CCO staff from a range of, teams, including Built Environment, Community Development and Safety, Auckland Transport, and Communications and Public Affairs.
10. As a result of the May 2013 Universal Design Conference, a cross council Universal Design working group has formed to identify how the council can make a bigger difference in the areas of access, inclusion and design.
11. The group includes representatives from Human Resources, Built Environment team, Auckland Transport, Communications and Public Affairs, and Community Development, Arts and Culture.
12. Current focus areas of the group are:
 - developing a position paper on opportunities and priorities for the council in relation to access, inclusion and design
 - preparation for the next universal design conference to be held in 2014
 - learning from demonstration projects that highlight universal access and design (current projects are the Wilsher Village housing development and the redevelopment of the Glen Eden town centre).
13. By April 2014, a short position paper will be developed in consultation with DSAP and other key stakeholders and partners identifying key activity across the council that is enhancing access, inclusion and universal design outcomes. It will also include opportunities for the council to make a greater difference in this area, along with recommendations for action to be undertaken in consultation with DSAP and other key stakeholders and partners.
14. The Auckland Urban Design Manual was launched in September 2013 and provides practical advice, best practice processes and detailed design guidance to staff and the public to support accessibility.

15. The council and the Be. Institute entered into a three year strategic relationship in July 2012. The deliverables in 2013/2014 are:
 - to support the Waitemata Local Board to produce an Access Plan
 - to work with an additional five local boards to assist them in becoming accessible local boards
 - develop localised pages on the Be. Institute website
 - hold a leadership symposium.
16. A report on the relationship and agreement with the Be. Institute will be provided to the Community Development and Safety Committee at its May meeting.
17. As part of the Waitemata Local Board Access Plan, the local board agreed that the Parnell Festival of Roses should be as accessible as possible. Council provided accessibility information about the festival in flyers, on the festival website page and commissioned:
 - two audio-described walks of the Rose Gardens and two audio-described performances of talks at the festival for over 30 blind and vision impaired visitors and their whānau
 - two New Zealand Sign Language interpreted performances of talks at the festival. Over 20 deaf people and their whānau attended the signed talks
 - four braille and large print signs incorporating QR codes as a permanent feature at the Rose Gardens. The QR codes allow visitors to access additional information on their mobile devices in Te Reo, English and sign language (through the medium of New Zealand Sign Language videos).
18. A video case study of accessibility at the Festival is available at:
<http://youtu.be/sq87IGoDeZo>.
19. A group of people with vision impairments took part in a trial of online voting during the 2013 local government elections, using the Kids Voting website. Feedback was provided to Auckland Election Services Limited, central government and other interested parties, to be used when considering accessible online voting. This is a significant step forward with some disabled people voting for the first time in a private, independent and confidential way. Over 90,000 New Zealanders with low vision could benefit from accessible online voting.
20. Auckland Transport's board adopted the Auckland Transport Disability Policy in May 2013 (see Attachment A) and is currently reviewing its Code of Practice. The council will engage with Auckland Transport once the Code of Practice has been agreed. The Transport Accessibility Advisory Group next meet on 24 February, at which time a new structure for this group is to be proposed.
21. Council is supporting Auckland's disability community in its production of a shadow United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) report. This will be sent to the UNCRPD Monitoring Committee in Geneva in March 2014.
22. A shadow report provides a perspective on how a member state that has ratified the UNCRPD is meeting its obligations under the Disability Convention. This will be the first time representatives from New Zealand have reported to the Monitoring Committee and the first time that shadow reports on the UNCRPD have been submitted from New Zealand. This shadow report is specific to Auckland.
23. In addition, the Office for Disability Issues received an overview of achievements carried out by council aligned to UNCRPD implementation and New Zealand Disability Strategy adherence. The council benefitted from participation in international training on UNCRPD implementation, facilitated by the World Blind Union.

24. Through council's engagement with the World Blind Union's Access to the Environment and Transport working group, it is influencing and helping to scope principles for designing shared spaces and enhancing universal design practice on a worldwide scale.
25. Council published the Accessible Information and Communication Guidelines in September 2013. These guidelines cover accessibility of all forms of written communications. Work is underway to promote these guidelines across the council, including through the council intranet.
26. Council staff worked with People First New Zealand, Auckland Disability Law and Spectrum Care, to deliver the Keeping Safe Feeling Safe Forum in August 2013. The forum brought together disabled people's organisations, violence-prevention organisations, statutory agencies and government ministries to discuss ending violence against disabled people. The event was co-designed with people with intellectual impairments, who also presented and co-facilitated on the day.
27. There was high engagement and affirmative feedback from the 80 people attending. There are plans to hold another forum in 2014 to chart progress on actions.

28. On 3 December 2013 (International Day of Disabled Persons) over 20 council staff and 50 whānau hauā (disabled Māori) came together for a Wānanga at the Airport Marae.
29. The Wānanga explored two themes - how whānau hauā could get the best experience from the council, and dialogue on building an inclusive marae. The creation of an inclusive marae, designed entirely by whānau hauā will be a prototype for community-led planning and place making.
30. This idea has been worked on by whānau hauā over the last six years with the support of Mana Whenua i Tāmaki Makaurau (a collective of local iwi and hapu) plus a wide range of community groups.
31. This Wānanga was the largest known gathering of council staff and whānau hauā to date. Council staff will continue to support progress of the inclusive marae project over the next six months.

Focus areas to July 2014

32. Staff are working with Independent Living Services (ILS), formerly the Disability Resource Centre, to establish a Shop Mobility concept in Auckland. ILS provides daily living and other support equipment to disabled people living in Auckland; however there is no outlet or arrangement in place for tourists and visitors wanting to access mobility equipment upon arrival in Auckland.
33. The Shop Mobility concept would mean establishment of facilities that would have mobility equipment available for hire as needed.
34. ILS is keen to make this part of its core business and the council is supporting this concept development stage through brokering CCO relationships and providing funding for focus groups.
35. Council is co-hosting, together with CCS Disability Action, a celebratory event in March to highlight achievements of disabled women and girls, aligned to International Women's Day.
36. In May or June 2014, council will host an employment forum to promote opportunities to increase employment of disabled people and to link prospective employers with disabled job seekers and their support agencies.

In partnership with Lifemark, council will host the second national Universal Design Conference in Auckland. Discussions with Lifemark are underway as to the possibility of including a one-day event specifically for local authorities alongside or as part of the conference.

Consideration

Local Board Views

37. Currently Albert-Eden, Mangere-Otahuhu, Hibiscus Coast, Waitakere Ranges and Waiheke local boards are working to produce access plans as part of the deliverables of the strategic relationship between the council and the Be. Institute. The timeframe for these deliverables is June 2015.

Maori Impact Statement

38. Whānau hauā are highly engaged with the council on the development of an inclusive marae. The council has greater awareness of the needs and aspirations of whānau hauā following the Wānanga in December 2013 and new relationships are developing between council and whānau hauā.

Implementation Issues

39. None.

Attachments

No.	Title	Page
A	Attachment A: Auckland Transport Disability Policy	

Signatories

Authors	Gael Surgenor - Manager Community Development and Safety
Authorisers	Louise Mason - Manager Community Development, Arts and Culture

Inclusive Engagement

File No.: CP2014/04375

Purpose

1. To seek the Panel's input to the development of an Inclusive Engagement book/toolkit.

Executive Summary

2. Auckland Council is developing an Inclusive Engagement book/toolkit to guide council staff engagement with the public. Katie Watson and Paul Brown from council's Community Development and Safety Unit are seeking the input of DSAP at this early stage in the process, particularly in relation to the overall principle of accessibility within consultation and engagement.
3. The following 4 questions are proposed for a workshop session with DSAP members at this meeting:
 - Question 1 - What does inclusive engagement mean to you? (This could be answered from a personal and from a philosophical point of view - all viewpoints are useful.)
 - Question 2 - Looking at the specific example of engagement or consultation meetings/hui, what would make meeting/hui more accessible for you?
 - Question 3 - How do you think Council can improve upon current consultation/engagement processes to ensure that everyone can have their say?
 - Question 4 - If Council improved one thing, what would it be?
4. Further information about the process for development of the Inclusive Engagement book/toolkit can be provided at this meeting.

Recommendation/s

That the Disability Strategic Advisory Panel:

- a) receive the Inclusive Engagement report.
- b) provide its early input to the development of the Inclusive Engagement book/toolkit through answering the questions raised at this meeting.

Attachments

There are no attachments for this report.

Signatories

Author	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP
Authoriser	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP

Building Code Review: Disability Access

File No.: CP2014/04574

Purpose

1. To consider the Panel's input to a Council submission on the disability access review.

Executive Summary

2. The disability access review is being jointly undertaken between the Ministry of Business, Innovation and Employment and the Office for Disability Issues. The Terms of Reference for this review were noted at the previous meeting of the Panel.
3. Auckland Council is preparing a submission on this review. The consultation period is proposed to end at 30 April 2014.
4. Rose McLaughlan, Manager Training & Quality Assurance, Building Policy, will present to the Panel emerging issues that are proposed to be included in a Council submission. The Panel is invited to provide input to the content of this submission.
5. A spreadsheet collating all the information comparing NZS4121 with the Building Code is being developed and is proposed to be distributed to Panel members under separate cover. The issues contained in that spreadsheet are similar to those in the paper that Rose McLaughlan presented at the previous meeting of the Panel, but in more detail. This is intended to form the basis of a proposed submission.

Recommendation/s

That the Disability Strategic Advisory Panel:

- a) receive the Building Code Review: Disability Access report.

Attachments

There are no attachments for this report.

Signatories

Author	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP
Authoriser	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP

Earthquake-prone Buildings Amendment Bill

File No.: CP2014/04605

Purpose

1. To consider any input from the Panel in relation to a Council submission on the Earthquake-prone Buildings Amendment Bill.

Executive Summary

2. The Local Government and Environment Select Committee is now seeking submissions on the Earthquake-prone Buildings Amendment Bill. The closing date for submissions is 17 April 2014. This bill proposes amendments to the Building Act 2004 to improve the system for managing earthquake-prone buildings. One of the main provisions of the Bill is that councils can give building consents for earthquake prone buildings without other upgrades such as access and facilities for disabled people being prioritized.
3. The bill is available at: http://www.parliament.nz/en-nz/pb/sc/make-submission/50SCLGE_SCF_00DBHOH_BILL12960_1/building-earthquake-prone-buildings-amendment-bill
4. The Panel may wish to consider whether it provides any input to a Council submission on the bill or confirm to the Council the Panel's position in relation to this bill.

Recommendation/s

That the Disability Strategic Advisory Panel:

- a) receive the Earthquake-prone Buildings Amendment Bill report.
- b) confirm to the Council the Panel's position in relation to this bill.

Attachments

There are no attachments for this report.

Signatories

Author	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP
Authoriser	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP

Transport Update

File No.: CP2014/04411

Purpose

1. To update the Panel on transport matters raised at the Transport Accessibility Advisory Group meeting.

Executive Summary

2. The TAAG (Transport Accessibility Advisory Group) meeting took place in February. Martine Abel attended the meeting and notes the following items were discussed or flagged for members to provide feedback and recommendations afterwards:
 - A proposed new structure that will see TAAG split into 2 separate groups: one to do with public transport only and another on transport in general;
 - Feedback on the proposed Auckland Transport Code of Practice needed to be received by end of February;
 - Work is progressing on a collaborative project by Auckland Transport and Environment Canterbury to produce a DVD for bus and train drivers in areas of disability responsiveness;
 - The latest new maps on accessible parts of central Auckland (3 of those) were distributed and feedback re its content and format were taken back to the Be.Institute (as the original author of those maps). Note that the new maps will be distributed to DSAP at its March meeting.
3. The item raised previously by Dr. Huhana Hickey re pedestrian access issues near the Middlemore site has been escalated. More information is expected to be available by the 17 March DSAP meeting.
4. The DSAP has identified accessible transport as being important in order for Auckland to become the world's most liveable, inclusive and fair city. The DSAP may wish to consider whether a member of DSAP should be put forward for membership of one of the proposed TAAG groups. Currently Martine Abel attends the TAAG meetings and reports back to DSAP on matters discussed.

Recommendation/s

That the Disability Strategic Advisory Panel:

- a) receive the Transport Update report.
- b) consider whether a member of the Disability Strategic Advisory Panel should be put forward for membership of a Transport Accessibility Advisory Group.

Attachments

There are no attachments for this report.

Signatories

Author	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP
Authoriser	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP

Auckland Transport Draft Code of Practice

File No.: CP2014/04376

Purpose

1. To have a discussion regarding the accessibility provisions of Auckland Transport's draft Code of Practice.

Executive Summary

2. Auckland Transport has developed a draft Code of Practice Auckland (ATCOP) and is seeking public feedback by 31 March 2014. An electronic version of ATCOP was circulated to members of the Panel in February. ATCOP is also available on Auckland Transport's website at <http://www.aucklandtransport.govt.nz/improving-transport/have-your-say/Pages/ATCOP.aspx>
3. ATCOP provides quality standards of transport infrastructure to ensure that the function, condition and useful service life of transport assets is consistently achieved across the region. ATCOP applies to all new transport infrastructure and upgrades to existing infrastructure, including new subdivision development.
4. Auckland Transport describes ATCOP as follows: "The processes, standards and details articulated in ATCOP reflect the importance of a considered approach to the development, construction and care of the region's transport system, with robust engineering details, quality standards, defined layouts, whole-of-life design, value for money and robust construction across the entire network".
5. Council staff are reviewing ATCOP and intend to provide feedback on how it could be improved to deliver on the world's most liveable city. An important component of this feedback will address ATCOP's provision for vulnerable users of the transport system and the extent to which it delivers on universal access.
6. A presentation will be made at the Panel's meeting to highlight some areas of feedback. This is an opportunity for the Panel to input to staff feedback and to highlight issues which may require further work to improve the standards in ATCOP. The Panel may wish to consider providing more detailed feedback at a later date as ATCOP is a living document.

Recommendation/s

That the Disability Strategic Advisory Panel:

- a) receive the Auckland Transport Draft Code of Practice report.
- b) provide guidance to council staff regarding their feedback on accessibility matters contained in the Auckland Transport Code of Practice.

Attachments

There are no attachments for this report.

Signatories

Author	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP
Authoriser	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP

Developing a Disability Policy

File No.: CP2014/04554

Purpose

1. To consider a proposal for Auckland Council to develop a Disability Policy.

Executive Summary

2. At previous Panel meetings there was discussion about the need for Auckland Council to develop a Disability Policy. Clive Lansink has developed a proposal for the Panel's consideration (Attachment A). Comments from the Panel are sought on this proposal.

Recommendation/s

That the Disability Strategic Advisory Panel:

- a) consider approving a proposal for Auckland Council to develop a Disability Policy.

Attachments

No.	Title	Page
A	Clive Lansink proposal for developing a Disability Policy	29

Signatories

Author	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP
Authoriser	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP

A Comprehensive Disability Strategy for Auckland

Submission By the Disability Strategic Advisory Panel (DSAP)

March 2014

• Recommendation

- 1 That the Disability Strategy Advisory Panel recommends to the Governing Body that Council works with DSAP, the disabled people of Auckland and other interested parties to develop a comprehensive strategy to ensure people with disabilities are fully included in all Council activities and services.

• Background

the Disability Strategy Advisory Panel was initially established in 2010. Its purpose is to provide strategic advice on pan-disability issues to the Mayor, governing body, local boards, Council Controlled Organisations (CCOs) and Council on:

- b) • the interests and preferences of persons with disabilities in Auckland in relation to regional strategies, policies, plans, and bylaws of the Council;
- c) • any other matters that the Panel considers to be of particular interest or concern to persons with disabilities in Auckland; and
- d) • processes and mechanisms for engaging with persons with disabilities in Auckland.
- e)

We support Auckland's aspiration to be the world's most liveable city. A liveable city is one that is inclusive of all citizens, values participation, encourages social engagement and enables Barrier Free movement for everyone. Since its inception, the DSAP has had input into numerous plans, strategies and policies being developed for Auckland. We acknowledge that some progress is indeed being made in some areas towards achieving this vision for people with disabilities. This paper builds on our earlier submissions, and calls for a more strategic approach to be adopted. Auckland must act decisively if it is to really become more liveable for people with disabilities.

It is no longer appropriate to think of people with disabilities as being a distinct and separate sector within the general public. People with disabilities can be found throughout the entire community. We are tax payers, rate payers, customers, citizens, workers, residents, students at all levels of education, visitors, tourists, and so on. We aspire to participate fully in the community. We seek employment and educational opportunities like everyone else. We contribute like everyone else to the economic life of the city.

Ideally, there should be no need for a strategy focusing specifically on people with disabilities. All the major strategies, plans and policies that guide how Auckland develops and operates should address our needs simply because we are members of the whole public community Auckland serves.

However we have identified that a clear strategy is needed to encourage Auckland to more directly accommodate the needs of people with disabilities. This strategy must focus Auckland's attention on altering certain policies and practices over time that tend to

exclude rather than include us. Some of these "sticking points" can be found in existing policies that have not as yet been reviewed by the DSAP. Other sticking points arise from current operational practices that, albeit unintentionally, contribute to our exclusion. We call on Auckland to commit to working with the disabled community to develop a comprehensive strategy to remove the barriers that currently prevent us from being fully included in this most vibrant city.

In early 2012, the DSAP circulated a paper in which we introduced our group to the wider Council, and listed some short-term steps that we believed Council could and should take to deliver effective services to all members of the public, including people with disabilities. Then in October 2012, we wrote to the Chief Executive to ask for a summary of current strategies and plans Council has in place to ensure its services will be fully inclusive of people with disabilities. We recognised that achieving real progress towards Auckland becoming a fully accessible city may take a number of years. We asked for this information to help us recognise all the efforts Council is already making to ensure its services are fully inclusive, and to help lead to the development of a comprehensive disability strategy with time frames to achieve a truly accessible city.

Unfortunately, despite the resolutions of the Governing Body at its meeting on 23 April 2013 requesting the Chief Executive to provide a cross-council response to our points, we have received no response to our questions. This has rather frustrated our efforts to develop a more comprehensive picture of what is needed for Auckland to become more liveable for people with disabilities.

Auckland has a great opportunity to show leadership and set a new high standard in how cities can be disability friendly even within today's legislation and within current resources. We urge Council members, management and staff to see meeting the needs of people with disabilities as an integral part of delivering services to the public in general. No longer should the Council's ability to meet our needs be dependent on and perhaps limited to special allocations of disability-related funding.

• Aspirational Statements

The following statements illustrate what we aspire to as people with disabilities living in a modern society.

- f) • people with disabilities have the right to carry out all our everyday transactions with the same equity and dignity as everyone else.
- g) • People with disabilities live throughout the community and we should be able to easily find affordable and accessible housing in all neighbourhoods.
- h) • People with disabilities should have access to the same information and communications from Council as everyone else.
- i) • People with disabilities need to be able to move freely and easily throughout the urban environment like everyone else.
- j) • People with disabilities can be found succeeding at all levels of education.
- k) • People with disabilities have the same aspirations as everyone else to be fully and productively employed.
- l) • People with disabilities should be able to participate fully in the social life of the city.
- m) • People with disabilities like to go to concerts, museums, the theatre and to other artistic and entertainment events like everyone else.

n) • People with disabilities can be found actively participating in and contributing to Auckland's local and neighbourhood communities.

o)

- **Developing a Comprehensive Disability Strategy**

Auckland must now adopt a committed and strategic approach to meeting our needs if we as people with disabilities are to achieve our aspirations. The strategy we envisage should be well researched and considered, and achievable within agreed resources and with agreed milestones and time frames. The Chief Executive should be directly responsible for overseeing the implementation of the strategy.

Currently DSAP does not have the resources to develop the strategy. However with appropriate resources to carry out consultation and consider information received, we anticipate a comprehensive strategy could be developed and ready for formal adoption within 12 months.

The strategy must at least address the following points which we have so far identified as crucial if Auckland is to really deliver on its aspiration of being a truly liveable city for everyone including people with disabilities.

- **Accessible Environment**

It is crucial that Auckland's physical environment is accessible to people with disabilities, if we are to achieve our aspirations to be fully included in city life. We need to be able to move readily and freely throughout the city and right throughout public buildings.

Unfortunately at this stage, relevant legislation such as the Resource Management Act 1991, the Building Act 2004, New Zealand Standard 4121 and associated regulations do not currently reflect all the aspirations of people with disabilities. But even under the current legislation, there are too many instances of new or recently refurbished buildings that in our view do not comply with accessibility requirements. Until this legislation can be fully reviewed and updated, we would urge Council staff to take a liberal and holistic view of the legislation when issuing such documents as resource and building consents.

Auckland must review all relevant policies that impact on the physical environment to ensure the needs of people with disabilities are fully accounted for. For example, policies that determine which intersections should be controlled by traffic lights seem to depend largely on an assessment of vehicle traffic, with apparently little regard to the needs of the neighbourhood and of pedestrians. An example of such policies at work would appear to be the Onehunga shopping area, which in recent years has changed from being a pedestrian only mall to now being a through-way for traffic with roundabouts rather than controlled intersections. Despite the development of a new railway station and transport hub in the area, which ought to encourage patronage from people using public transport, the result is a shopping area that is particularly disability unfriendly and which even non-disabled people find difficult to negotiate. Surely this is an example of Auckland developing in the wrong direction.

At the same time, staff responsible for maintenance of footpaths, parks, reserves and Council buildings etc. must become fully aware of the needs of people with disabilities and

do what they can within current resources to ensure the general urban environment is disability friendly. Areas of Auckland are notorious for uneven and badly maintained footpaths and overhanging trees that are hazardous not just to people with disabilities but to all pedestrians.

- **Urban Design**

People with disabilities live throughout the community and we should be able to easily find affordable and accessible housing in all neighbourhoods. We no longer live in institutions. There is a need for adequate stocks of accessible housing.

A liveable and accessible city will emerge only if the Unitary Plan backs planners and consents officers with regulatory controls and incentives to match Council's aspirations for inclusion. Everyone will benefit. An up-front commitment by Council to access with dignity for people of all ages and abilities is needed in the final Unitary Plan. The long-term liveability of Auckland depends on having the courage to commit to barrier-free design and project delivery.

We believe that even within today's legislation, Council can work proactively with major developers to ensure all new subdivisions have at least a proportion of houses or apartments that are accessible and disability friendly, or which can be easily made so. With a steadily ageing population, it should be understood that designing the urban environment so it meets our needs ultimately benefits everyone.

- **Accessible Information and Communications**

People with disabilities should have access to the same information and communications as everyone else. Nowadays it can be safely said that practically all information published by the Council and its CCOs, and almost all items of personal correspondence, originate on a computer. People with various disabilities can readily access computerised information through a variety of end user equipment, provided that information is accessible.

We note with pleasure the efforts Council is already making in this respect. Council has developed and is continuing to improve its operational guidelines for the production of accessible documents in various formats. We noted with appreciation that Council went to considerable effort to ensure people with disabilities would be able to access the draft Unitary Plan in a variety of ways. Our Auckland is another good example of Council publishing information in multiple formats, including making it available on the Blind Foundation's Telephone Information Service.

But there are many examples of communications which are generally inaccessible to many people with disabilities, including rates bills, water bills and even registering a dog. Local information is particularly inaccessible, such as knowing when rubbish collections will take place in an area or being advised of local disruptions to normal services.

Auckland must ensure that well established standards and principles are followed through all stages of the information production process, that maximise accessibility of information to people using a variety of equipment. Auckland must recognise that its communications

with the public and individuals covers the whole spectrum from carrying out everyday personal transactions such as paying rates and other charges to participating in the democratic process. Therefore Auckland and Council Controlled Organisations must follow principles of accessibility with respect to all aspects of its websites, documents, reports, brochures, bills, personal correspondence, and other forms of Council communications. Accessibility of information need not be expensive if the right decisions are made at all steps throughout the information production process, and often it is far more expensive to retrospectively make information accessible if correct decisions were not made early in the process.

In practical terms, Council must give thought to how it can deliver its public information through multiple channels and formats, including electronic accessible formats, and in plain language and sign language.

Council must also ensure the front line call centre staff are well versed with the kinds of issues likely to be raised by people with disabilities, so these can be handled most effectively when they arise.

- **Accessible and Effective Public Transport**

If people with disabilities are to live, work, learn, do our everyday business and recreate in a modern city such as Auckland, then we need to be able to move freely and easily throughout the urban environment like everyone else. Many people with disabilities are unable to drive and are fully reliant on public transport.

We acknowledge real efforts are being made to address the transport needs of people with disabilities. But it is apparent from the proceedings of Auckland Transport's Transport Accessibility and Advisory Group, and from our own lived experience, that there are many on-going difficulties that are taking some time to overcome that seriously detract from people with disabilities being able to easily move throughout the area.

Auckland Council must direct Auckland Transport to develop its own comprehensive plan complete with milestones and time frames, to show how and when it will make public transport fully accessible to people with disabilities. Auckland must ensure the needs of people with disabilities are factored into all levels of planning and implementation of transport services. As vehicles are replaced and upgraded, Auckland Transport should ensure they are physically accessible and equipped with signs and other equipment so people with disabilities can make full use of them with full independence and dignity in the same way as anyone else. This includes knowing which is the right vehicle to use, getting on and off, paying the fare, finding a suitable seat and knowing when to get off. Auckland Transport must also ensure physical facilities such as terminals and bus stops and information such as timetabling are accessible to people with disabilities. Auckland must also remain committed to an effective Total Mobility taxi scheme to provide other transport options for people with disabilities

- **Inclusive Events and Access to Arts and Culture**

People with disabilities want to participate fully in the social life of the city. We like to go to concerts, museums, the theatre and to other artistic and entertainment events like

everyone else. We acknowledge Council's commitment to a comprehensive events policy, and we hope this will lead to people with disabilities participating more in such events, not just as members of the public but also as artistic performers.

Council staff responsible for public events or granting permits must take all reasonable steps to ensure events cater for the needs of people with disabilities. As a matter of course, when allocating funding and/or issuing permits for events, Council staff must give due consideration to aspects such as accessible information and publicity, sign language, guides and helpers, and accessible portals.

Auckland must ensure organisations that receive Council funding or which use Council owned venues will take all reasonable steps to include people with disabilities in their activities. Strategies to achieve this may include providing sign language and audio description on certain sittings, making ushers available who can give extra help, and targeted advertising. We note with pleasure that The Edge, which manages some public venues for the Council, is developing such strategies.

Auckland must also ensure its venues are accessible to people with disabilities. Certainly many such venues are accessible. The DSAP has noted however that some venues such as swimming facilities tend not to be accessible or are not properly equipped for people with disabilities. Venues such as concert halls, meeting rooms and recreational facilities are there for public use, and over time Auckland must make every effort to ensure all such facilities are accessible to people with disabilities so we can have the same opportunity to use them as everyone else.

- **Local Boards**

People with disabilities can be found actively participating in and contributing to Auckland's local and neighbourhood communities. Council must ensure Local Boards have clear objectives and obligations in their plans designed to ensure local community environments are fully accessible and inclusive. We note with pleasure the recent work done to develop an accessibility plan for the Waitemata Local Board and hope that this will serve as a good example for other areas.

- **Management and Reporting**

A comprehensive disability strategy will have little practical effect unless there is clear reporting to the governing body and to the general public on how Auckland is implementing the strategy and progressing towards being fully inclusive.

Auckland must build into the Performance agreements for the Chief Executive, key management staff and CCOs, an obligation to report on the strategies and procedures that are implemented to ensure the needs of people with disabilities are met.

- **Valuing the Voice of People with Disability**

A comprehensive disability strategy cannot be developed without the voice of people with disabilities. Auckland must actively involve the entire disabled community. This involves gaining a good understanding of the various groups and organisations that make up the

disability community, how they differ and how they should be included in consultation. The DSAP can help ensure consultation with the disability community is effective and fully representative of our diverse needs.

Responses to DSAG questions to Council

File No.: CP2014/04381

Purpose

1. To consider the Auckland Council Chief Executive's responses to questions raised by the Disability Strategic Advisory Group.

Executive Summary

2. In April 2013 the Disability Strategic Advisory Group provided a report *Challenges facing Aucklanders with disabilities* to the Governing Body of Auckland Council (Attachment A). This set out guiding principles and aspirations for transforming Auckland into the world's most liveable, inclusive and fair city. Included in Appendix Two was a list of questions for Auckland Council, which relate to the Council's role in contributing to this transformation.
3. This list of questions was put forward as a starting point for discussion. In December 2013 the Chief Executive provided responses to these questions (Attachment B) on behalf of the whole of the Auckland Council organisation.
4. At the previous meeting of the Panel, it was requested that further consideration be given to the Council responses to these questions.

Recommendation/s

That the Disability Strategic Advisory Panel:

- a) receive the Responses to DSAG questions to Council report.
- b) consider what actions the Panel will take regarding the Council's responses to these questions.

Attachments

No.	Title	Page
A	Report to Governing Body Challenges facing Aucklanders with disabilities including questions to Council	39
B	Chief Executive responses to DSAG questions	47

Signatories

Author	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP
Authoriser	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP

Disability Strategy Advisory Group (DSAG), report on challenges facing Aucklanders with disabilities requiring strategic resolution.

1.0 Report to Governing Body 23 April 2013.

With the aim of transforming Auckland into the world's most liveable, inclusive and fair city consistent with the Auckland Plan, DSAG draws to Council's attention the meaning and impact of accessibility for all people of all ages and physical abilities. DSAG urges Council to take on board the disability perspective when it comes to designing our new Auckland. In doing so, DSAG believes people of all ages and abilities will benefit.

2.0 Guiding principles.

1. Full accessibility with dignity for all citizens. This means more professional understanding of disability issues and their mitigation; better codes of compliance; better standards of implementation at the operational and frontline levels; improved design of street scapes, access to buildings, safe crossings, usable transport systems and social housing that incorporates "Life Mark" type principles for adapted use by the elderly and disabled persons.
2. In terms of getting about the city there is need to take a whole of journey approach to planning.
3. Commitment to the principle of access for all through universal or inclusive design is essential. A universal design manual that lays out best practice standards should be tied to this principled commitment.
4. Good urban design with access as a top priority does benefit everyone including the elderly, is an investment in liveability and the cheapest option in the long run. "Do it once, do it right".
5. Nothing about us without us. Always consult with the people who have lived experience of disability.
6. People with disabilities are spread throughout Auckland. We are ratepayers, customers, students, workers and so on. Our hopes and dreams are no different from the rest of the community. We seek opportunities to contribute to the life of our city.
7. Society needs to change, not persons with disabilities, we are stuck with it. "I am only as disabled as society makes me".

NB.: Appendix 1 to this paper summarises DSAG's aspirations of Aucklanders with disabilities. Appendix 2 lists questions posed to Council by DSAG in October 2012. Responses to these questions in Appendix 2 would be appreciated.

3.0 Current status of Auckland for people with disabilities.

Today's Auckland is littered with inaccessible buildings, hard to use facilities such as swimming pools, modes of transport, and hazardous traffic crossings that act as barriers to participation by people with disabilities and other disadvantaged groups. This was well demonstrated during the Mayor's walkabout with DSAG members last year. Adaptive housing that accommodates people with incapacity and that is close to public transport is hard to find. Reliance on good will and the charity ethic for a more accessible city is not working. City planners and consents officers backed by controls and persuasion must do better, given the country's aging demographic.

Council and its officers appear to have a basic understanding of the general needs of people with disabilities but little knowledge of the practical and detailed steps needed for implementation. Disability user and provider groups are a resource at the practical level.

4.0 DSAG's current work is focused on planning for an accessible and inclusive Auckland.

The concept of good universal design for tomorrow's Auckland should start with fair access to the Unitary Plan document so people with disabilities can have their say.

The most urgent matter to be addressed is the inclusion in the Unitary Plan of a commitment by Auckland Council, its CCOS and Local Boards to the principles of:

- A. enabling access with dignity to the city's buildings, street scapes, facilities and services for all citizens of all ages and abilities;
- B. recognising that the long term liveability of Auckland depends on having codes and consents that reflect universal Barrier Free design of street scapes, buildings, transport systems and some social housing, so enabling community participation according to ability.

Design for inclusion is poorly understood and DSAG wants more professional development and quality recruitment in the area of inclusive community design. The health and well-being of all people is modulated by the design of facilities and services that enable community participation, full development of personal potential and the reduction of isolation and loneliness. Enlightened leading edge public policy does more to improve community health and disability than many one to one costly specialist services.

A liveable city is one that includes people with disabilities, enables them to participate in community life and to move around freely, independently and with dignity.

Street scapes, traffic management, safe crossings, public transportation and buildings for public use should be Barrier Free and make positive accommodations for people whose mobility, vision, hearing or learning capacities are impaired, either temporarily or permanently.

As Auckland's development progresses, people with disabilities should be consulted as the concept of inclusive or universal design gains momentum and professional acceptance. DSAG has been briefed on the development of a design manual focused on universal design for people with disabilities. We applaud this initiative of a manual that will continually adapt to changing circumstances. DSAG should remain in touch with this

manual as it evolves.

Planners and officers approving consents must be familiar with these design parameters and be aware of their significance in creating the most liveable city in the world.

Legal compliance or some form of regulation will be needed to show that Council means business with respect to inclusive design and its implementation. There are numerous examples of barriers to access in today's city scapes that tell us that voluntary compliance does not work. The problem is that New Zealand law is relatively weak by international standards and is not well enforced when it comes to access to facilities and services. Minimum standards do exist but they are inadequate by best practice ratings and do not comply with the New Zealand Disability Strategy or the United Nations Convention on the Rights of Persons with Disabilities. Some kind of regulatory change is needed to drive compliance with planning and consent decisions that favour full community access for everyone. Access is seen as a cost occasioned by disability. It is not! It is an investment in future proofing the community for everybody.

The Disability Strategy Advisory Group's submissions on the Auckland Plan, Auckland's Long-term Plan and various other submissions particularly on transport, have consistently sought assurances that financial and other resources are made available to make Auckland fully inclusive and accessible for everyone. Our position has not changed.

Finally, DSAG repeats its request that urgent attention be given to the inclusion of a "headline", consolidating statement on universal access for all people in the Unitary Plan rule book.

Appendix 1.

DSAG Summary of aspirations on behalf of Aucklanders with disabilities.

- People with disabilities have the right to carry out all their everyday transactions with the same equity and dignity as everyone else.
- People with disabilities live throughout the community and we should be able to easily find affordable and accessible housing in all neighbourhoods.
- People with disabilities should have access to the same information and communications from Council, its CCOs and Local Boards as everyone else.
- People with disabilities need to be able to move freely and easily throughout the urban environment like everyone else.
- People with disabilities should be able to participate fully in the social life of the city.
- People with disabilities like to go to concerts, museums, theatres and to other artistic and entertainment events like everyone else.
- People with disabilities can be found actively participating in and contributing to Auckland's local and neighbourhood communities.

Appendix 2.

DSAG questions for Council.

Questions arising from DSAG paper - "Aspirations for the World's Most Liveable, Accessible and Inclusive City, January 2012" and submissions on Auckland Plan and Regional Land Transport Strategy and other strategic documents.

1. You will know that the Disability Strategic Advisory Group developed a statement called "Aspirations for the World's Most Liveable, Accessible and Inclusive City, January 2012", which we understand has been promulgated throughout Council. The statement notes that Auckland Council is a modern city authority tasked with delivering a variety of services to the public, particularly people who live in Auckland and also who might visit our city from time to time. It further notes that councils and other entities that deliver services to the public have legal obligations to take all reasonable steps to ensure such services are delivered equitably to the whole public. People with disabilities can be found throughout the entire community; we are tax payers, rate payers, customers, citizens, residents, students at all levels of education, visitors, tourists, and so on.
2. The Mayor established the Disability Strategic Advisory Group (DSAG) to:
 - (a) identify and communicate to the Council the interests and preferences of persons with disabilities in Auckland in relation to:
 - i. The content of the strategies, policies, plans, and bylaws of the Council; and
 - ii. any matter that the Group considers to be of particular interest or concern to disabled persons with disabilities; and
 - (b) advise the Mayor, the governing body, local boards, Council Controlled Organisations (CCOs) and Council of processes and mechanisms for engaging with persons with disabilities in Auckland.
3. Our objective in developing the statement referred to above is to focus the attention of Council on reasonable steps it should be taking right now and within existing resources to ensure Council meets the needs of people with disabilities living in and visiting Auckland.
4. The DSAG would appreciate a response from Council that details current strategies and plans Council has in place to ensure its services are as accessible as possible to people with disabilities. We would ask that the response addresses each of the areas identified in the statement.

5. The DSAG is aware that whilst Council can and should be taking certain steps right now towards full accessibility, achieving a fully accessible and inclusive city may take a number of years. It is hoped that this response will not only help the DSAG to fully recognise efforts Council is already making to ensure its services are fully accessible, but also that it will lead to the development of a comprehensive disability policy and action plan with time frames to achieve a truly accessible city.
6. We offer the following questions as a starting point. We would appreciate it if the response includes answers to these questions but we do not want to constrain Council to addressing just these points.
7. The DSAG looks forward to Council's response, and working with Council to develop a comprehensive disability policy to help Auckland become the world's most livable city for people with disabilities.

Accessible Environment.

8. Can Council provide an assurance that it will fully adhere to New Zealand Standard 4121 and other relevant standards identified in the Building Act 2004 when issuing resource and building consents and regulate accordingly?
9. Noting that legislation such as the Resource Management Act 1991, the Building Act 2004, New Zealand Standard 4121 and associated regulations do not currently reflect all the aspirations of persons with disabilities, is Council in a position to adopt a liberal interpretation of the building standards to ensure people with disabilities can have the same equitable access to public buildings as is enjoyed by other people?
10. Would Council support a call for a comprehensive review of current national building standards?
11. Noting that people with disabilities are also pedestrians who need to be able to cross Auckland's busy roads in safety, what steps is Council taking to ensure intersections and pedestrian crossings are fully accessible to people with disabilities?
12. Noting that blind and vision impaired people in particular rely heavily on audible traffic signals, what steps is Council taking to ensure audible traffic signals are installed on all controlled intersections and will remain in working order?

Urban Design.

13. What strategies are planned to increase the stock of housing in Auckland that meets the needs of people with disabilities?

Accessible Information.

14. What plans are in place to ensure the information systems, policies, practices and procedures of Council and Council Controlled Organisations are appropriate to deliver public and personal information that is fully accessible to people with disabilities?
15. When can we expect such information as planning documents and advice of activities such as rubbish collections in local areas to be routinely available in accessible electronic formats and in sign language and plain language?
16. When can we expect personal information such as property valuations, rates demands and other bills including water bills to be available in accessible electronic formats?
17. What strategies are in place to ensure public websites run by Council and Council controlled organisations meet accepted accessibility guidelines such as WCAG 2.0?

Accessible Public Transport.

18. What strategies are in place to ensure Auckland's public transport, including related buildings, facilities and information, will be fully accessible to people with disabilities?
19. When can we expect all buses and trains to be fully accessible to people with disabilities?
20. When can we expect all buses and trains to have talking signs and talking stop announcements?

Inclusive Events.

21. What steps is Council taking to ensure people with disabilities can enjoy the range of public events Auckland has to offer?

Arts and Culture.

22. Noting that people with disabilities like to go to concerts, museums, the theatre and to other cultural, artistic and entertainment events, what steps is Council taking to ensure such activities will be fully accessible?
23. Is Council in a position to make all public funding for artistic events contingent on the recipient organisation taking reasonable steps to include persons with disabilities in their activities?

Local Boards.

24. What steps is Council taking to ensure Local Boards will create local community environments that are fully accessible and inclusive?

End.

Dr Huhana Hickey
Chair, Disability Strategic Advisory Panel

16 December 2013

Dear Dr Hickey,

Response to Disability Strategic Advisory Panel re: questions for Auckland Council

First, please accept my sincere apologies for the lateness of this response. Information had to be collected from across the Auckland Council family, and I wanted to ensure you received as full and accurate responses as possible at this stage.

Please find attached a cross-council response to the questions submitted by the Disability Strategic Advisory Panel as set out in Appendix 2 of the report the report to the governing body, *Challenges facing Aucklanders with disabilities*.

As I leave Auckland Council, I want to acknowledge the significant contribution that the Disability Strategic Advisory Panel has made to Auckland Council actions in improving accessibility and inclusiveness, and trust this is reflected in the response.

I wish you all well in the new term of the Disability Strategic Advisory Panel, and, on behalf of Auckland Council, thank you for your ongoing work with us to create the world's most liveable, accessible and inclusive city.

Nākū noa, nā

Doug McKay
Chief Executive

Aspirations for the World's Most Liveable, Accessible and Inclusive City – Response to Disability Strategic Advisory Panel

Accessible Environment

Consents and regulation (cf paragraph 8)

Auckland Council is committed to complying with the Building Act 2004 when issuing building consents. We are certainly guided by NZ Standard 4121, but stress that this is not the only means of compliance; for example, a designer may opt to design in accordance with the acceptable solutions, which is permissible.

Current building standards and legislation (cf paragraphs 9 & 10)

Auckland Council is aware of the limitations of current legislation and standards in relation to ensuring fully and easy access with dignity for persons with disabilities. Currently, we are only able to enforce the Building Act 2004, rather than require provisions over and above the Act.

We are committed to working in partnership with disability organisations and networks, such as the DSAP, to influence central government to improve the legislation, and to undertake a comprehensive review of building standards in relation to access and facilities for persons with disabilities.

Accessible intersections and pedestrian crossings, including audible traffic signals (cf paragraphs 11 & 12)

Auckland Council adheres to *RTS 14* guidelines, to ensure intersections and pedestrian crossings are accessible to people with disabilities. The *RTS 14* is a set of guidelines which specifies the design, installation and performance standards of pedestrian facilities for blind and vision-impaired people both for new facilities and for those that need to be upgraded. It is produced by the New Zealand Transport Agency. The latest version was completed in 2007 and current revisions are pending finalisation. The guidelines cover two features that are installed to assist blind and vision-impaired people on their walking journey: tactile ground surface indicators and audible tactile traffic signals. Audible signals are installed on all new traffic signal sites that have pedestrian facilities. All traffic signal installations are inspected on an annual basis to identify and repair faults. At other times we are reliant on public reports to notify us of any malfunctions.

Urban Design

Increased housing stock that meets the needs of persons with disabilities (cf paragraph 13)

Auckland Council would like to acknowledge and thank the DSAP for their contribution to the early engagement of the (now) notified draft *Unitary Plan*. Your input and drive in establishing initial workshops provided vital information for the discovery and planning process.

The proposed draft rule from the notified draft *Unitary Plan* is listed as follows:

1. Where a new building or buildings within an application area contains 10 or more dwellings, 20 percent of those dwellings must comply with the following:
 - a. Doorways must have a minimum clear opening width of 810mm
 - b. Stairwells must have a minimum width of 900mm
 - c. Corridors must have a minimum width of 1050mm
 - d. The principal means of access from the site frontage, or the car park serving the dwelling, to the principal entrance of the dwelling must have:
 - i. a minimum width of 1.2m
 - ii. a maximum slope of 1:20
 - iii. a maximum cross fall of 1:50
2. The number of dwellings that this control applies to will be determined by rounding up to a number closest to 20 percent of the total number dwellings proposed.

Auckland Council Property Limited (ACPL) is involved with housing developments in Auckland by way of the land supply. ACPL recently presented development opportunities on Auckland Council land to external providers, such as development companies and charitable housing organisations. Whilst the growth in supply for housing is still in its infancy, any new housing opportunities will now be subject to the provisions regarding universal design, as described below.

Following the May 2013 Universal Design conference, attended by many DSAP members, a cross-council Universal Design Working Group is in the formative stage and will arrange to meet with the DSAP to present the group's main focus areas once fully established. The group involves key operational areas of the Auckland Council family (transport, community development, human resources, communications, parks, built environment) with a focus on making tangible progress against issues raised by DSAP. We continue to look for ongoing opportunities to partner with experts in the field, and are currently looking at ways to partner with Lifemark Design in advance of the next Universal Design conference.

Accessible Information

Accessible public and personal information (cf paragraph 14)

The latest development in relation to the accessibility of public and personal information is covered by the *Accessible Information and Communication Guidelines* which will soon be made available to all Auckland Council staff, and a copy forwarded to the DSAP for your information. The DSAP is again acknowledged for its contribution to the document along with other organisations and advisors. The guidelines provide best practice advice for creating accessible communication.

The following practical measures have been introduced during the last quarter of 2013:

- A training programme to up-skill Auckland Council staff, with a priority for the Communications and Public Affairs team. The team now act as advocates for accessible communication and are able to advise on colour contrast of online and print documents, the addition of video captions and translations. The next phase of training will cover key business partners, and communications staff in Council-Controlled Organisations (CCOs).
- Introducing a network of qualified 'Accessibility Champions' to inspire and support colleagues across departments.
- The introduction of standard templates for communication briefs to ensure that accessibility is a mandatory consideration for all new work. This includes prompts on printed documents to access large print versions (work is currently underway to increase the accessibility of the Auckland Council's mini-magazine *OurAuckland* by producing a large print version).

The Communication and Public Affairs team have put steps in place to maintain their knowledge of the latest developments in accessible communications. This will prepare the team for future changes as they continue to advocate for improving the accessibility of our communications.

Customer service information in accessible electronic formats (cf paragraphs 15 & 16)

The above actions provide the first stage in making information fully accessible. Trained communications staff are working with our people across the organisation to improve information accessibility, including planning documents, advice on local activities and statements of personal information. For example, Watercare recently introduced electronic versions of water bills which were fully tested with screen reading software.

Website accessibility (cf paragraph 17)

Auckland Council's Information Services (IS) department will be working towards implementing the *Accessible Information and Communication Guidelines*.

Accessible Public Transport

Accessibility of public transport, buildings, facilities and information (cf paragraph 18)

The Auckland Transport Board recently approved a *Disability Policy*. The policy is based on the existing principles and policies for disability access as set out in the Auckland Transport Code of Practice (ATCOP) and the Regional Public Transport Plan (RPTP).

In addition to the public consultation on the RPTP and local consultation as services are planned, Auckland Transport (AT) works with the Transport Accessibility Advisory Group (TAAG), and also consults representatives of disability groups in the course of infrastructure design.

AT policy recognises the need to take specific actions to ensure that the transport system provides for the needs of people with disabilities. The policy and supporting actions are attached for your reference.

Accessible trains and buses (cf paragraph 19)

All trains, at the moment, are provided with a 'wheelchair' ramp which can be deployed by a staff member as required. The introduction of the new electric trains (Electrical Multiple Units) from the second quarter of 2014 will increase the accessibility of trains with the introduction of level boarding on one carriage per 3-car unit.

With regard to buses, AT will ensure that the *Vehicle Quality Standards* are introduced as part of the newly implemented procurement programme. Many of the fleet already comply with the *Vehicle Quality Standards* and others will be eliminated by 2017 at the very latest. The nationally agreed standards for new buses being brought into the Auckland fleet requires them to have ducting to allow future technology upgrades such as automated progressive route information, like those offered on the three Link routes.

Talking signs and stop announcements (cf paragraph 20)

The Link bus services already provide talking stop information and plans to extend this capability are included as part of the New Network, a simpler and more integrated public transport network for Auckland, which will begin its first stage of implementation in early 2015.

Currently, all loco hauled trains have pre-recorded and automated talking signs and talking stop announcements on them. The entire fleet has PA capability which is regularly used by on-board staff. The new electronic trains all come with automated talking signs and talking stop announcements with the last one due to enter service in the middle of 2015.

Inclusive Events and Arts and Culture

Council and council-supported events and facilities (cf paragraphs 21-23)

The majority of public events delivered each year across Auckland are managed by a number of bodies, including Auckland Tourism Events and Economic Development (ATEED), Regional Facilities Auckland (RFA) and Community Development, Arts and Culture (CDAC). It is worth noting that due to the range of events and venues or facilities in use, the range of governance may vary.

Auckland Council has recently developed an *Events Policy* which guides the investment and delivery of events in Auckland. One of the principles within this policy is 'being inclusive, accessible and fair'. Auckland Council is always looking to strengthen relationships with organisations that can assist with the ongoing support and provision of inclusive events, for example Arts Access Aotearoa.

In order to address the accessibility of Auckland venues and facilities a number of changes and upgrades have been implemented. Recommendations for change were informed by guidance and policies, input from the Disability Programme Advisor, Paul Brown, who now provides advice and support on event accessibility and from a recent audit of Auckland facilities which was undertaken by Be. Accessible. The audit resulted in Auckland Art Gallery, The Edge and the Auckland Zoo receiving gold, bronze or silver ratings.

The following examples provide an indication of the scale and range of recent upgrades:

- Audio and signal performances, for example The Edge's award winning SIGNAL programme.
- Arts access advocacy, including The Edge and Aotea Centre workshops and tours.
- Crowd management and planning, similar to the current accessibility planning for the Auckland Lantern Festival 2014.
- The provision of written text to support video content at Auckland Art Gallery.
- The free provision of mobility items including wheelchairs and scooters at Auckland Zoo.
- Provisions for drop-offs and pick-ups directly outside main entrances e.g. The Viaduct Events Centre.
- Wheelchair stair lifts e.g. ASB theatre recently fitted the lifts to provide access for the stalls and comply with the current Building Code.
- More accessible signage and brochures such as those fitted with the refurbishment of iSITES.
- The provision of public event information made available through a range of communication channels.

ATEED's investment in all events is targeted towards the achievement of four key outcomes of:

1. Increasing visitor nights
2. Auckland's gross domestic product (GDP)
3. International exposure
4. Auckland's liveability.

In regards to sponsored major events, ATEED's investment is tied to the achievement of the four outcomes listed above and has limited ability to dictate operational policy and activity to the sponsored party. However, ATEED's sponsorship contract includes a clause which requires the sponsored party to take all reasonable steps to ensure the event is delivered to high professional and commercial standards in accordance with best industry practice and in compliance with all relevant legislation.

Beyond this, there are no current funding agreements in place and although some partners do take reasonable steps to include persons of disabilities as a matter of course, this can be heavily dependent on building access and therefore outside their control.

Local Boards

Accessible and inclusive local, community environments (cf paragraphs 24)

A strategic project is currently underway with a number of Local Boards to develop tailored *Access Plans*.

Waitematā Local Board member Chris Dempsey and Disability Programme Advisor, Paul Brown, recently presented Waitematā Local Board's *Access Plan* to the DSAP. The plan was adopted by the Waitematā Local Board in February and focuses on accessible culture, communities (environment), communication and community engagement.

There will be some variance for the time frames and details of the plans adopted by each local board, with the following currently under development:

- Waiheke
- Waitākere Ranges
- Albert-Eden
- Māngere-Ōtāhuhu
- Hibiscus and Bays.

As part of the discovery stage for the development of each plan, Be. Accessible is working with each local board. This forms part of their strategic relationship which is presently due to run until June 2015.

Attachment 1 – Auckland Transport Disability Policy

Auckland Transport recognises the need to take specific actions to ensure that the transport system provides for the needs of people with disabilities.

Actions: In undertaking its functions and duties, Auckland Transport [AT] will:

1. Endorse the concept of the accessible journey as key to integrated AT planning for transport infrastructure and public transport services
2. In accordance with the principles set out in ATCOP [Auckland Transport Code of Practice], take steps to ensure the transport network is safe and accessible for all users by designing, building and maintaining infrastructure (including roads, footpaths, stations, interchanges and buildings) to ensure that all transport users have equal opportunities to travel
3. Continue to support consultation through the TAAG [Transport Accessibility Advisory Group] and ensure that disabled people and/or disability agencies are consulted either through the TAAG or directly when planning public transport infrastructure and services, and work with them to identify and resolve accessibility and safety issues
4. Ensure that all public consultation documents are provided in accessible formats to enable disabled people to participate fully
5. Identify target groups and areas where service and infrastructure planning can help people with disabilities and specify services (or specific elements of services) that must be operated by accessible vehicles, as stated in the RPTP [Regional Public Transport Plan]
6. Conduct an accessibility audit when public transport routes are reviewed or redesigned, to include infrastructure and walking access, to identify any accessibility shortfall and recommend areas for improvement as part of the overall network design, and to ensure that information is provided before changes are implemented
7. As set out in the RPTP, ensure that public transport vehicles and vessels meet required standards for disability access in compliance with NZTA [New Zealand Transport Agency] Requirements for Urban Buses, AT standards for ferries and AT's EMU [Electrical Multiple Units] – Technical Specifications
8. Ensure that services information is accessible and widely available by using appropriate formats and media including both visual and audio channels

9. Specifically consider the information needs of disabled people when network changes are proposed and implemented and when new infrastructure is provided or when improvements or changes to existing infrastructure are proposed
10. Continue to support the Total Mobility scheme and ensure that all drivers on Total Mobility services have specialist training in order to provide adequate and appropriate assistance to disabled people.
11. Provide concession fares on public transport services for Total Mobility card holders
12. As stated in the RPTP, work with operators and Auckland Transport facilities managers to ensure that training for drivers, crew and other staff in contact with the public includes appropriate assistance for disabled people and continue to require such training as a condition of service contracts

Update on Purpose, Fees and Selection Process

File No.: CP2014/04608

Purpose

1. To update the Panel on its purpose, fees to members and the selection process.

Executive Summary

2. At the previous meeting, the Panel considered the Governing Body's direction to panels and resolved to amend its purpose by adding "contribute to Council submissions, but do not submit independently to external bodies, except as agreed with the Mayor".
3. The amended purpose would be:
 - a) identify and communicate to the Council, elected representatives and Council Controlled Organisations (CCOs) the interests and preferences of persons with disabilities in Auckland in relation to:
 - i. the content of the strategies, policies, plans, and bylaws; and
 - ii. any matter that the Panel considers to be of particular interest or concern to persons with disabilities in Auckland; and
 - b) advise the Mayor, the governing body, local boards, CCOs and Council of processes and mechanisms for engaging with persons with disabilities in Auckland.
 - c) contribute to Council submissions, but do not submit independently to external bodies, except as agreed with the Mayor."
4. The Panel requested that the revised purpose be reconsidered at the 17 March meeting.
5. The Panel requested that information be provided about the current fees for Panel members. The current fees arrangement is set out in Appendix Two of the Terms of Reference for the Disability Strategic Advisory Group. In summary, fee arrangements comprise: a meeting allowance of \$235 per Panel meeting; a mileage allowance to persons appointed to and attending a Panel meeting (not exceeding \$0.70 per kilometre for the first 5,000 kilometres); reimbursement for bus, rail, ferry and air travel expenses to a Panel meeting.
6. The new schedule of fees is still being developed and will be provided to the Panel as soon as it becomes available.
7. At the previous meeting the Panel was informed about the selection process that is being used for the appointment of members of the Ethnic Peoples Panel, Pacific Peoples Panel and Seniors Panel. Information about that selection process is available at <http://www.aucklandcouncil.govt.nz/EN/AboutCouncil/representativesbodies/advisorypanels/Documents/ethnicpeoplespacificpeopleseniorsadvisorypanelsleaflet.pdf>
8. It is confirmed that a consistent selection process is to be applied for appointment process across the advisory panels.
9. The Panel expressed an interest in the process for appointing the selection panel for making appointments. The selection panel is made up of the Liaison Councillor for the particular advisory panel, a senior council officer (not the Lead Support Officer for DSAP), and people providing community perspectives and expertise. The Manager Community & Cultural Strategy has a responsibility for the composition of the selection panel.
10. In light of the Chairperson's intention to not seek reappointment, advice has been obtained about the process for appointment of a Chairperson. Previously the DSAG members appointed Dr Huhana as the chairperson at a DSAG meeting. The new selection process

will mean that the selection panel will recommend an Interim Chair. This recommendation would be made to the Mayor and would be made official at a Governing Body meeting. There would be the opportunity for DSAP to have its own selection process to appoint a more permanent Chair. The thinking behind this is that for the first couple of meetings there would be an Interim Chair to run the meetings and maybe at the second or third meeting an appointment could be made by the members once everyone has got to know each other a bit better.

11. More formal communications regarding the particular details of the selection process for the Disability Strategic Advisory Panel will be made available as preparations are made.

Recommendation/s

That the Disability Strategic Advisory Panel:

- a) receive the Update on Purpose, Fees and Selection Process report.

Attachments

There are no attachments for this report.

Signatories

Author	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP
Authoriser	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP

Work Programme

File No.: CP2014/04014

Purpose

1. To consider a proposed annual work programme for the Disability Strategic Advisory Panel.

Executive Summary

2. At its 17 February 2014 meeting, the Disability Strategic Advisory Panel had a preliminary discussion about its priorities for the Panel's work programme. A subcommittee, comprising Colleen Brown, Don McKenzie, Clive Lansink and Kevin Wright, shared ideas and developed a proposed work programme (Attachment A) for the Panel's consideration.
3. Indicative timing of the work programme is shown. There appears to be a high amount of work in 2014 and less certainty about the work programme in the early months of 2015. Some flexibility is included in the proposed work programme to enable the Panel to respond to important matters that arise during the year.
4. The Panel needs to consider what resources are required to support the work programme. These will need to be identified to enable the work programme to be implemented.
5. The Panel is required to submit a work programme for approval by the Regional Strategy and Policy Committee. Where possible, the Panel's work programme needs to be integrated with work programmes of other panels.

Recommendation/s

That the Disability Strategic Advisory Panel:

- a) receive the proposed work programme.
- b) incorporate the Panel's feedback on the proposed work programme and determine whether or not to refer it to the Regional Strategy and Policy Committee for approval of the work programme and resources to support.

Attachments

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A	Proposed DSAP work programme	61

Signatories

Author	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP
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Proposed Work Programme DSAP March 2014 to March 2015

The following proposed work programme is focused on planning for an accessible and inclusive Auckland. The work programme utilises the Panel's expertise, available resources and links with the wider community.

Indicative time frames are provided when work by DSAP would be required.

Community Facilities

Input to the Council's Community Facilities Network Plan to ensure universal access in design of community facilities and connections thereto. [April to July 2014]

Input to the Council's Public Open Space Policy and Programme and Sport and Recreation Strategic Action Plan to ensure universal access in programme. [March to April 2014]

Urban Design Panel

Dialogue with the Urban Design Panel to ensure expertise and culture of universal access in the Urban Design Panel's work. [Ongoing]

Transport

Influencing the culture of Auckland Transport to support universal access in its designs. [Ongoing]

Dialogue with the Transport Accessibility Advisory Group. [Ongoing]

Feedback on Auckland Transport Code of Practice. [March 2014 and/or ongoing]

Housing

Input to the Council's submission on the Building Code Disability Access Review. [March to April 2014]

Community Summits

Universal Access Design Community Summit and input to draft Long Term Plan. [@ September 2014]

Community Summit on a specific topic. [@ May 2015]

Input to Accessible Employment Forum as required. [May 2014]

Accessible Information and Communications

Input to Inclusive Engagement Guide. [March to April 2014]

Input to Accessible Event Guidelines. [? 2014]

Local Boards

Letter to Local Boards setting out priorities for addressing accessibility issues for persons with disabilities. [April 2014]

Encouraging Local Boards to seek advice on disability/access matters from suitable agencies and groups in the community. [June 2014]

Other Council Strategies and Plans

Input to position paper on current activity, opportunities and priorities for the Council in relation to access, inclusion and design and input to draft Long Term Plan. [April to June 2014]

Input to a proposed Council Disability Policy. [Ongoing]

Input to Family and Sexual Violence Strategic Action Plan. [May to June 2014]

Other

DSAP may be involved in other activities as it determines in response to important issues raised by its communities or by Auckland Council. [Ongoing]

Chairperson's report

File No.: CP2014/04453

Purpose

1. Providing the Chairperson with an opportunity to report on events since the last meeting of the Panel.

Executive Summary

2. Dr Huhana Hickey will advise the Panel of events attended during the past month. The Chairperson's report is included in Attachment A.

Recommendation/s

That the Disability Strategic Advisory Panel:

- a) receive the Chairperson's report.

Attachments

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A	Chairperson's report	65

Signatories

Author	Mike Giddey - Democracy Advisor
Authoriser	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP

DSAP Chairperson's report

Dr Huhana Hickey

February/March 2014

Other than formally tending my resignation when our role here with the council concludes, the report is fairly short. I have decided I cannot have the voice of this group stifled as part of our effectiveness was our ability to act independently. I can do a better job I believe by challenging the council as an independent citizen. I do not believe that will be the case with the changes mooted for this panel and all the others. This is my decision alone and I can't ask others to follow suit in fact I encourage you all to reapply for the panel when the time comes. In the meantime I will stay on until we terminate. If anyone of you wishes to apply for the chair's role then think about coming forward and I am happy to step back into an ordinary member's role until I leave the group.

Due to my sister in law passing away and myself being hospitalised since for a kidney infection, I could not attend any council events. Also while the media wanted me to speak about why the council have changed their policy not allowing us to do submissions such as the earthquake strengthening one, I declined to be interviewed despite my better judgements in that we should be speaking up and asking why the council support restrictions on disability access.

I have no events scheduled at this time for March/April.

Huhana Hickey

General Business

File No.: CP2014/04455

Purpose

1. To update the Panel on issues and events that occurred since the last meeting.

Executive Summary

2. This standing agenda item provides each member of the Panel an opportunity to update the meeting on issues and events that occurred since the last meeting of the Panel.

Recommendation/s

That the Disability Strategic Advisory Panel:

- a) receive the verbal discussion on issues and events occurring since the last meeting of the Panel.

Attachments

There are no attachments for this report.

Signatories

Author	Mike Giddey - Democracy Advisor
Authoriser	Kevin Wright - Manager: Transport Strategy Lead Officer Support DSAP