

**Date:** Monday 18 March 2019  
**Time:** 10.10am  
**Meeting Room:** Council Chamber  
**Venue:** Auckland Town Hall  
Ground Floor  
301-305 Queen Street  
Auckland

---

## **Te Rōpū Kaitohutohu Take Hunga Hauā / Disability Advisory Panel**

### **OPEN MINUTE ITEM ATTACHMENTS**

---

<b>ITEM</b>	<b>TABLE OF CONTENTS</b>	<b>PAGE</b>
<b>6</b>	<b>Customer services at Auckland Council</b>	
A.	18 March 2019 - Disability Advisory Panel, Item 5 - Customer services at Auckland Council - PowerPoint presentation	3





# Disability Advisory Panel

Nigel King – GM  
Customer Services  
March 2019



## Council Focus

- **2016 – Disability**

- Action 1.33 Undertake accessibility audits of council service centres for continued improvement
- Action 2.1 Ensure that information on our website is easy to understand and use:
  - carry out digital team training in Web Content Accessibility Guidelines (WCAG) standards.
  - use Association of Local Government Information Management (ALGIM) accessibility

- **2018 – Diversity**

---

## History



Why Accessibility?

“We know if we get Accessibility right,  
a great customer experience follows”

# Current State



## In person

Bledisloe Lane Service Centre –  
Silver rating, Be Accessible



## Voice

Language line – Government pilot



## Online

Website – recent upgrade  
Email – dominant channel for many

# Future State



## In person

Service Centre Redevelopment Programme

- Pukekohe
- Takapuna
- Papakura



## Voice

Unified Communications Platform

- Voice
- Chat
- Etc.



## Online

Self-service

- Request for Service (RFS)
- My Account – Council Portal

Item 6

Attachment A



---

Questions?