

# DISABILITY ACTION PLAN

## 2020-2021

### NEW PROJECTS

- 1 Fully accessible toilet installed in Rotokauri Transport Hub.

**Responsible Business Unit:**

Strategic Development

- 2 Ensure accessibility around the communication and delivery of waste services, particularly around the 2020 Rubbish and Recycling service change.

**Responsible Business Unit:**

City Waters

- 3 Ensure governance processes for disabled people are inclusive and accessible, enabling them to:
- respond to surveys in any way they choose
  - participate in public forums and meetings with appropriate support
  - make sure all aspects of meetings are accessible.

**Feedback will be sought on:**

- Were all online surveys and information accessible?
- Were all meeting and public forum processes accessible?
- Were submission processes accessible?

**Responsible Business Units:**

Governance, Communication and Engagement

- 4 Support the disability community to explore the social, economic and environmental benefits of having universal-designed accessible and affordable housing.

**Responsible Business Unit:**

Community and Social Development

- 5 The Transformation Unit will engage with the disability community and actively seek out collaboration opportunities. Universal design principles and standards will be considered in the development and assessment of projects.

**Responsible Business Unit:**

Transformation

### LONG-TERM PROJECTS

- 6 The Council will have Be Lab undertake a minimum of two comprehensive assessments on Council sites and provide recommendations on facility usage, maintenance and development in the 2020/21 year.

**Responsible Business Unit:**

Community and Social Development

- 7 Continue to work on recommendations identified in completed Be Lab assessments to improve accessibility for all users.

**Responsible Business Units:**

Hamilton Pools, Hamilton Libraries, Hamilton Gardens, Waikato Museum

- 8 Hamilton Gardens and City Transportation will work with Waikato Regional Council on upgrades to physical and public transport access to the Hamilton Gardens. This will continue to be reviewed and progress will be reported annually in relation to the Long-Term Plan.

**Responsible Business Unit:**

Hamilton Gardens, City Transportation

- 9 Transport Centre rejuvenation - A business case is underway to review the needs of customers. If funding is approved, design will be informed by universal design principles and community input. The focus will be on designing an environment that offers accessibility, safety and customer satisfaction.

**Responsible Business Unit:**

City Transportation

### ONGOING PROJECTS

- 10 Work with Waikato Regional Council to investigate, where, what, when and how technology will assist disabled people to use public transport.

Uptake of free travel initiative will be monitored.

**Responsible Business Units:**

City Transportation, Waikato Regional Council

- 11 Universal design is currently under discussion and becoming embedded into Council policies, planning, business development cases and some designing of projects.

**Responsible Business Unit:**

Communication and Engagement

- 12 Work with the disability sector (community leaders and service providers) to establish ways to improve the wellbeing and grow the capacity of the disability community of Hamilton by mentoring and upskilling its members.

**Responsible Business Unit:**

Community and Social Development

## THE THINGS WE DO AND REPORT ON ANNUALLY

- 1 All new staff will have disability training in their induction and frontline staff will have regular disability training. Disability training sessions are offered to all staff, and a current list of disability trainers will be updated annually on the intranet.
- 2 The Council's recruiting processes and feedback from the Employment Tool Kit on the intranet will be reviewed annually.
- 3 Regular items promoting staff work in the disability area will occur.
- 4 Emergency and evacuation processes at all the Council's facilities are accessible. After each evacuation the evacuations and processes will be reported on and any identified issues will be addressed.
- 5 The Council will work with Waikato Regional Council and the Waikato District Health Board to ensure its processes in an emergency respond to the needs of the disabled community.
- 6 Disabled people will be informed about what to do in an emergency and where to find relevant information for managing an emergency.
- 7 City Safe education programmes include people with impairments.
- 8 The Council's websites and all hardcopy information are reviewed for accessibility and improved based on feedback.
- 9 The Council's A to Z Services and Hamilton Online Disability Facebook Group, will be reviewed and updated regularly with disability information.
- 10 Disabled people will be given the opportunity to provide comments on the Council's plans, policies and strategies.
- 11 Swimming facilities, Hamilton Cemetery, Hamilton Zoo, Hamilton Gardens and Waikato Museum will continue to review access possibilities and provide guides for visitors with disabilities by appointment.
- 12 To ensure disabled members of the community can make use of our playgrounds, planning for future playgrounds will include assets, access and equipment that is accessible/inclusive.
- 13 On-street and off-street mobility parking facilities are made available.
- 14 Minor traffic improvements respond to accessibility needs throughout the city
- 15 Local research and user feedback on footpath usage, entry to buildings, mobility car parks and access to public transport infrastructure will be used to monitor accessibility in these areas and be considered in future reports.
- 16 The Access Advisory Group will meet regularly to provide staff with feedback on projects and update staff on what is happening in the disability community. Its Terms of Reference will be reviewed annually.
- 17 An action plan will continue to be developed annually.

