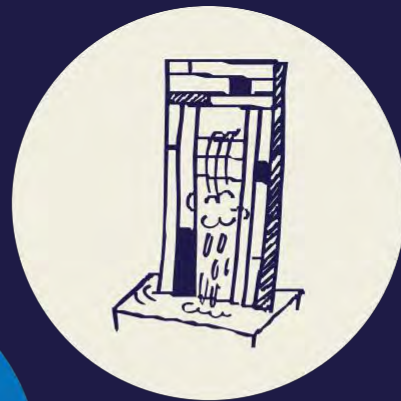


# HAMILTON CITY COUNCIL – STAFF SUBMISSION

## Accessibility for New Zealanders Bill

Parliament's Social Services and Community Committee



7 November 2022



**Hamilton  
City Council**  
Te kaunihera o Kirikiriroa

## Improving the Wellbeing of Hamiltonians

Hamilton City Council is focused on improving the wellbeing of Hamiltonians through delivering to our five priorities of shaping:

- **A city that's easy to live in**
- **A city where our people thrive**
- **A central city where our people love to be**
- **A fun city with lots to do**
- **A green city**

The topic of this submission is aligned to the priority '**A city that's easy to live in**'.

## Council Approval and Reference

This staff submission was approved by Hamilton City Council's Chief Executive on 7 November 2022.

Hamilton City Council Reference D-4354334 - Submission # 709.

## Key Messages and Recommendations

1. Hamilton City Council staff support the objectives and provisions of the **Accessibility for New Zealanders Bill**.
2. We note that the Bill will establish a new legislative framework that addresses systemic accessibility barriers that prevent disabled people, tāngata whaikaha and their whānau, and others with accessibility needs from living independently and participating in all areas of life.
3. Hamilton City Council is fully supportive of ensuring that the needs of disabled people are addressed through adoption of a Disability Policy in November 2012 and the development and completion of subsequent Action Plans, with the latest Action Plan being for 2022-2025.
4. The scope of the Bill needs to be broadened and strengthened to include standards, a regulator, a barrier notification system and a disputes resolution process to remove access barriers.
5. Strengthening the Bill to include standards would also enable local government greater influence over private entities in building and resource consenting processes through their role as a regulator under the Building Act 2004 and the Resource Management Act 1991.
6. Individual councils do not have the leverage and resources available to develop and apply accessibility standards at a local level.
7. We therefore recommend that the Bill include provision for Central Government standards and a Regulator (an agency that monitors and enforces application of enforceable standards - this role would realistically be undertaken by a city or district council). Inclusion of these additional provisions should significantly improve accessibility for the disability community.
8. Local government needs this type of approach included in the Bill in order to have measurable targets around accessibility so as to demonstrate the progress that councils are making against the Bill's objectives and provisions.
9. Another key issue that will become increasingly challenging is accessibility in multi-storey buildings for those with access needs and the elderly, particularly given the increasing number of those in the over 65-year age cohort.
10. Progress can be measured in many areas relative to the Bill, such as more inclusive facilities, competent staff delivering services, all barriers being removed and a fully accessible environment being created, all of which can be developed with support and assistance from the disability community.
11. These additions to the Bill would also provide local government with a starting point to demonstrate to the community how councils are making a difference for the disability community.
12. While we acknowledge that the Bill provides a good starting point, we believe it is too 'soft' and also appears to be too aspirational. It should be strengthened by having mandatory processes for complaints and regulated guidelines.
13. We are aware through feedback from various disabled persons advocacy groups that the Bill in its current form lacks credibility with the community it purports to assist and advance.

14. After decades of hard work, barriers that disabled people face are acknowledged in so many areas of government policies and strategies. However, despite such work being undertaken and acknowledged, these well recognised barriers for disabled people still tend to be largely ignored.
15. This in turn sends a clear message to disabled people that the discrimination they face isn't really discrimination in the real sense of the word, and certainly not discrimination like other people experience.
16. The Bill lacks the 'teeth' to the few standards which have already been adopted by government.
17. Having a strengthened Bill focused on co-designed processes, measurable targets of accessibility and regulated systems in place will assist in showcasing the outcomes in Hamilton City Council's Disability Policy Action Plan.

## Introduction

18. Hamilton City Council staff appreciate the opportunity to make a submission to the Social Services and Community Committee on the **Accessibility for New Zealanders Bill** (the Bill).
19. We note that the Bill:
  - Will establish a new legislative framework that aims to provide a consistent methodology to address systemic accessibility barriers that prevent disabled people, tāngata whaikaha and their families or whānau, and others with accessibility needs from living independently and participating in all areas of life and grow accessibility practices across New Zealand.
  - Is aimed at addressing limitations in New Zealand's current legal and policy framework that have resulted in an insufficient pace and extent of change to ensure disabled people, tāngata whaikaha and their families or whānau, and others with accessibility needs can participate in society on an equal basis with others.
20. In particular, we support the Bill's objectives to:
  - Provide an enduring, clear, and consistent methodology for addressing systemic accessibility barriers and growing accessibility practices, now and in the future.
  - Enhance leadership, accountability, and coordination to prevent and remove accessibility barriers and grow accessibility practices.
  - Build knowledge and awareness about the importance of addressing accessibility barriers.
  - Represent the voices of disabled people, tāngata whaikaha and their families or whānau, and others with accessibility needs.
  - Be flexible and progressive.
  - Give effect to the principles of te Tiriti o Waitangi/the Treaty of Waitangi.
21. We note that the disabled community includes people who are blind, deaf, have limited mobility or those who may have a mental impairment.
22. According to the New Zealand Disability Survey 2013, one in four people in Hamilton's community identify as disabled.

## Hamilton City Council's Disability Policy and Action Plan

23. Hamilton City Council is fully supportive of ensuring that the needs of disabled people are addressed.
24. This is evidenced through Hamilton City Council adopting a Disability Policy in November 2012, with the latest revision being September 2022 - refer **Appendix 1**.
25. The purpose of Hamilton City Council's Disability Policy is to:
  - Provide best-practice principles and policy to ensure disabled people are considered and their needs met in all aspects of Hamilton City Council (Council) operations.
  - Provide direction that enables Council to comply with its regulatory function in relation to maintaining quality standards, safety and access.
  - Provide all people with equity of opportunity and access by removing barriers to improve the wellbeing of Hamiltonians.
26. In turn, Hamilton City Council's Disability Policy is underpinned by a comprehensive **Disability Policy Action Plan** (the latest being for the period 2022-2025 - refer **Appendix 2**), which has also been developed in collaboration with key representatives from the disability sector.
27. The Disability Policy Action Plan outlines specific actions that Hamilton City Council will undertake to fulfil the objectives of the Disability Policy. Our partners include the Disabled Persons Assembly, Enabling Good Lives, CCS Disability Waikato, Blind and Low Vision Foundation, Deaf Aotearoa, Enrich Plus, and Life Unlimited.

## The Bill Does not go Far Enough

28. While we support the Bill's objectives and provisions, in our view it does not go far enough in addressing the needs of disabled people.
29. The scope of the Bill needs to be broadened and strengthened to include standards, a regulator, a barrier notification system, and a disputes resolution process to remove access barriers.
30. Strengthening the Bill to include standards would also enable local government greater influence over private entities in building and resource consenting processes through their role as a regulator under the Building Act 2004 and the Resource Management Act 1991.
31. Individual councils do not have the leverage and resources available to develop and apply accessibility standards at a local level.
32. We therefore recommend that the Bill include provision for Central Government standards and a Regulator (an agency that monitors and enforces application of enforceable standards - this role would realistically be undertaken by a city or district council). Inclusion of these additional provisions should significantly improve accessibility for the disability community.
33. A key issue that is currently occurring in many urban areas throughout the country is around District Plan changes that promote increased intensification, which is impacting on the provision of residential carparking spaces for use by disabled people.
34. A number of people from the disability community have raised this as a critical accessibility issue, particularly as some people with mobility concerns may need their car to be parked close by. In addition, those with sensory concerns may need a dedicated space for taxis to pick them up and drop them off.

35. Another key issue that will become increasingly challenging is accessibility in multi-storey buildings for those with access needs and the elderly, particularly given the increasing number of those in the over 65-year age cohort.
36. Local government needs this type of approach included in the Bill in order to have measurable targets around accessibility so as to demonstrate the progress that councils are making against the Bill's objectives and provisions.
37. These additions to the Bill would also provide local government with a starting point to demonstrate to the community how councils are making a difference for the disability community.

## Key Issues with the Bill

38. While we acknowledge that the Bill provides a good starting point, we believe it is too 'soft' and also appears to be too aspirational. It should be strengthened by having mandatory processes for complaints and regulated guidelines.
39. We are aware through feedback from various disabled persons advocacy groups that the Bill in its current form lacks credibility with the community it purports to assist and advance.
40. The Bill proposes to set up nomination panels, which in reality will establish yet another panel/committee to advise the Ministry for Disabled People (and the Minister for Disabled People) on information that is already well known/currently available.
41. After decades of hard work, barriers that disabled people face are already acknowledged in so many areas of government policies and strategies e.g., the United Nations Declaration on the Rights of Disabled Persons (UNCRPD), the New Zealand Disability Strategy, the Accessibility Charter (launched by the Ministry of Social Development on 15 February 2018), and more recently, the establishment of the new Ministry of Disabled People.
42. Despite such work being undertaken and acknowledged through numerous government policies and strategies, these well recognised barriers for disabled people still tend to be largely ignored.
43. This in turn sends a clear message to disabled people that the discrimination they face isn't really discrimination in the real sense of the word, and certainly not discrimination like other people experience.
44. The Bill lacks the 'teeth' to the few standards which have already been adopted by government.
45. While the Bill discusses monitoring, evaluation, reviewing and progress, it appears to be unclear as to how this will occur.
46. The Bill states that it will review accessibility progress. However, we believe this will be unachievable as there will be no tools available to measure progress against the Bill's objectives and provisions.
47. The Bill lacks enforceable standards, and only allows for recommendations, which can be ignored, delayed or not enforced.
48. The Bill does not support government (and local government) to give effect to its commitment to Article 9 (Accessibility) of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) in domestic legislation.
49. Under the United Nations Convention, the government must take "appropriate measures" to *"develop, promulgate and check the implementation of minimum standards and guidelines for the accessibility of facilities and services open or provided to the public, including those provided by private entities."*

## Concluding Comments

50. The Bill should be amended in order to strengthen and broaden its provisions to:
- Include provision for easy-to-understand and enforceable accessibility standards across key areas of life to be developed and implemented.
  - Create an enforcement and regulation regime to accelerate accessibility.
  - Make it easier for people to report and resolve access barriers quickly.
  - Guarantee that public money will not create new barriers. Currently there is no standard Government procurement process for purchasing accessible public goods and services and information.
51. The Accessibility for New Zealanders Bill does not go far enough. The scope of the Bill needs to be broadened and strengthened to include standards, a regulator, a barrier notification system, and a disputes resolution process to remove access barriers.
52. Having a strengthened Bill focused on co-designed processes, measurable targets of accessibility and regulated systems in place, will assist in showcasing the outcomes in Hamilton City Council's Disability Policy Action Plan.
53. Progress can be measured in many areas relative to the Accessibility for New Zealanders Bill, such as more inclusive facilities, competent staff delivering services, all barriers being removed and a fully accessible environment being created, all of which can be developed with support and assistance from the disability community.

## Further Information and Hearings

54. Should the Social Services and Community Committee require clarification of the submission from Hamilton City Council staff, or additional information, please contact **Rebecca Whitehead** (Unit Director - Community Services) on 027 808 6392 or email [rebecca.whitehead@hcc.govt.nz](mailto:rebecca.whitehead@hcc.govt.nz) in the first instance.
55. Hamilton City Council staff **do wish** to speak at the hearings of Parliament's Social Services and Community Committee Health Committee in support of this submission.

Yours faithfully



**Lance Vervoort**  
**CHIEF EXECUTIVE**

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Document number:	D-2069287
Associated documents:	D-4321839 (2022-25 Action Plan)
Sponsor/Group:	General Manager, Community
Policy Owner:	Community and Social Development Manager

## Disability Policy

### *Ko te Puutaketanga* Purpose

1. To provide best-practice principles and policy to ensure disabled people are considered and their needs met in all aspects of Hamilton City Council (Council) operations.
2. To provide direction that enables Council to comply with its regulatory function in relation to maintaining quality standards, safety and access.
3. To provide all people with equity of opportunity and access by removing barriers to improve the wellbeing of Hamiltonians.

### *Ko te Whaanuitanga* Scope

4. This Policy applies to:
  - a. all Council-owned and/or managed facilities
  - b. public places including parks, reserves and walkways
  - c. the roading network including footpaths
  - d. Council services, communications, processes and projects
  - e. Council-run events.

### *Ko ngaa Whakamaaramatanga* Definitions

Term	Definition
Access	Ability to engage with, use, participate in, and belong to something.
Disability	Physical, sensory, neurological, psychiatric, intellectual or other impairments. Disability is the process which happens when one group of people create barriers by designing a world only for their way of living, taking no account of the impairments other people have. <i>NZ Disability Strategy (2016)</i>
Equity	The principle that people should have the same opportunities to succeed. To achieve equity, underprivileged communities or people may require resources to be distributed in a way that addresses their specific needs.
Universal Design	Principles that encourage developers of spaces and places to meet the needs of people at all life stages. Universal Design is considered best practice.

### *Ko ngaa Tikanga Whakahaere Kaupapahere* Principles

5. Council recognises that disabled people need equity of access to participate fully in and contribute to community and civic life in Hamilton Kirikiriroa.
6. Council is committed to ensuring that both elected members and staff have awareness and understanding of the issues that affect the disability community.

7. Council services, communications, activities and facilities will be responsive to the diverse needs of disabled people.
8. Council recognises and acknowledges that disabled people are experts in their own experience.
9. Council recognises the need to improve access to facilities, programmes, services and information provision for disabled people.

## ***Ko ngaa Tikanga***                      **Policy**

10. Council will provide information that is appropriate and in accessible formats.
11. Council will provide opportunities for participation and contribution to community life for disabled people through our Plans and Strategies.
12. Council will reinforce a culture that respects the diversity of all people who live in Hamilton and continues to strengthen partnerships with disabled people built on this respect.
13. Council will work in partnership with Government and other organisations on behalf of and with disabled people to improve equity of access.
14. Council will provide new and upgraded facilities and infrastructure that is accessible and meets best practice standards.
15. Council will provide appropriate parking for disabled people to enable permit holders to park close to their destination.
16. Council will ensure that public transport infrastructure managed by the Council will meet the needs of disabled people and advocate for public transport providers within the city to meet the needs of disabled people.
17. Council will support disabled people to fully participate in their communities considering the principles of universal design.

## ***Ko te Aroturukitanga me te Whakatinanatanga***                      **Monitoring and Implementation**

18. The implementation of the Policy will also be monitored by Council's Disability Advisor, supported by a cross Council accessibility group that includes representatives from the disability community.
19. Performance against agreed actions and targets in the Disability Community Action Plan will be monitored and reported annually to the Community Committee.

## ***Ko ngaa Tohutoro***                      **Reference Links**

20. The Disability Policy has connection and can give direction to the following Council plans and strategies.
  - a. [Community and Social Development Strategy – He Rautaki Whakawhanake Hapori](#)
  - b. [He Pou Manawa Ora – Pillars of Wellbeing](#)
  - c. [Access Hamilton](#)
  - d. [Central City Transformation Plan](#)

- e. [Housing Strategy](#)
- f. [Play Strategy](#)
- g. [Community Facilities Strategy](#)
- h. [Hamilton Age Friendly Plan](#)
- i. [Nature in the City](#)
- j. Communications Unit Accessibility Guidelines
- k. Management Policy – Workplace Diversity and Inclusion

21. The Disability Policy considers and aligns with the following external plans and strategies:

- a. [Te Tiriti o Waitangi/ Treaty of Waitangi](#)
- b. The United Nations [Convention on the Rights of Persons with Disabilities \(CRPD\)](#) | [United Nations Enable](#)
- c. 2016-26 [New Zealand Disability Strategy - Office for Disability Issues \(odi.govt.nz\)](#)
- d. National [Disability Action Plan 2019-2023 - Office for Disability Issues \(odi.govt.nz\)](#)
- e. [He Korowai Oranga | Ministry of Health NZ](#) and [Whakamaua: Māori Health Action Plan 2020-2025 | Ministry of Health NZ](#)
- f. [Principles - Enabling Good Lives](#)
- g. [The Accessibility Act - Access \(accessalliance.org.nz\)](#)

22. Other useful links

- a. [Accessible design standards](#)



# Disability Policy Action Plan

2022-2025



**Hamilton  
City Council**  
Te kaunihera o Kirikiriroa







# **Hamilton City Council Disability Policy Action Plan 2022-2025**

This action plan will implement Council's Disability Policy. It will ensure that Council operates and manages all its infrastructure, facilities and services in a way that gives all people equity of access, inclusion and opportunity. The action plan will be monitored and reviewed every three years and reported on annually alongside the disability community. Actions will continue to be developed and updated in collaboration with this community. This action plan also supports and assists in achieving the vision of Council's Community and Social Development Strategy.



An aerial photograph of a river valley at sunset. The river flows through a green valley, with a road and some buildings visible on the left bank. The sky is filled with soft, orange and yellow clouds, and the sun is low on the horizon, creating a warm glow over the landscape.

# **Disability Policy Action Plan 2022-2025 Summary of Goals**

## **Goal 1**

**Council develops effective, mutually beneficial partnerships with stakeholders to inform and progress outcomes.**

## **Goal 2**

**Funding and decision making around accessibility is enabled by quality data and audits so everyone can experience Council events, facilities and destinations.**

## **Goal 3**

**Council services will be responsive to the diverse needs of disabled people.**

## **Goal 4**

**People can get around the city independently and safely.**



#### Goal 5

**The whole community can enjoy fair opportunities to play.**

#### Goal 6

**Council projects embed the principles of universal design, so every new-build community facility project is accessible to everyone.**

#### Goal 7

**Hamilton City Council is an enabling employer that benefits from the skills and perspectives of a diverse workforce.**

#### Goal 8

**Barriers to civic life and democratic participation are removed through better physical access and improved Governance and communication processes.**

#### Goal 9

**Council communications are produced and distributed in accessible and effective formats, enabling participation, engagement and preparedness.**





## Goal 1

# Council develops effective mutually beneficial partnerships with stakeholders to inform and progress outcomes

## New Action

### Disability Advisory Forum:

Council will work with the Disabled People's Forum and the Community<sup>1</sup> to create a diverse group of representatives to input into decisions.

#### Outcomes

- Better connections with disabled community
- Informed decision making
- Issues affecting the disabled community are effectively prioritised
- Better awareness of key challenges and opportunities for solutions

#### Led by:

Community and Social Development

#### Timing:

To be established by December 2022

Meetings held every two months

<sup>1</sup> In this context 'Community' refers to the Disability Community of Hamilton Kirikiriroa, inclusive of all people who identify as part of the community and parents, caretakers and whaanau of a disabled person.

## Engagement project:

Large engagement project to identify and promote issues highlighted by the disability community, with a focus on previously under-represented groups.

### Outcomes

- Improved relationships and communication channels
- Wider input to decision making

### Led by:

Community and Social Development, Disabled People's Forum (external), Community (external)

### Timing:

Year two

## Capacity building:

Work with the disability sector (community leaders and service providers) to grow the capacity of the local disability community.

### Outcomes

- Community led development
- Stronger partnerships

### Led by:

Community and Social Development, Disability Advisory Forum, Community (external)

### Timing:

Long term

Priorities reviewed every six months

## Disability Strategy:

Staff will work with partners to co-design a city-wide disability strategy.

### Outcomes

- Citywide approach to enabling better lives
- Aspirations and priorities of the disabled community are captured
- Issues affecting the disabled community are prioritised through Long Term Plan (LTP) processes

### Led by:

Community and Social Development, Disability Advisory Forum, Disabled Persons Assembly (external), Disabled People's Forum (external), Community (external)

### Timing:

Year two

## Lifemark rating:

Assess impact and application of the Lifemark rating incentive. This rating provides developers with a discount on consent fees if their build is adaptable, safe and usable.

### Outcomes

- Good understanding of the costs, risk and benefits of recently implemented Lifemark rating

### Led by:

Planning Guidance, Community and Social Development

### Timing:

Year three

## Community feedback surveys:

Community surveys are developed and reviewed to include accessibility perspectives. Feedback is responded to.

### Outcomes

- Council decision-making processes actively seek an accessibility perspective where relevant
- Issues affecting the disabled community are prioritised

### Led by:

Community and Social Development, Communications and Engagement

### Timing:

Long term

Process reviewed annually

## Accessibility in non-council development:

Investigate opportunities for influencing non-council development through planning tools including the district plan and consenting.

### Outcomes

- Citywide approach to enabling better lives.
- Understanding of gaps and opportunities.

### Led by:

Growth, Planning Guidance

### Timing:

Year one - three



## Goal 2

# Funding and decision making around accessibility is enabled by good quality data and audits so everyone can fully experience Council events, facilities and destinations

### Current Action

## Major Community Facility Audits:

A minimum of two comprehensive accessibility audits of major council owned facilities and/or destinations annually.

### Outcomes

- Information for decision making/proposals

### Led by:

Museum, Pools, Gardens, Libraries, Parks and Recreation, Hamilton Zoo, Claudelands Event Centre, FMG Stadium, Seddon Park, Transport

### Timing:

Long term

Minimum two per year

## Minor Community Facility Audits:

Council will carry out at least three accessibility audits per year on smaller community facilities (parks, playgrounds etc).

### Outcomes

- Information for decision making/proposals

### Led by:

Parks and Recreation

### Timing:

Year one initiation

Minimum three per year

## Asset Management Planning:

Accessibility will factor into Council's Asset Management planning and processes.

### Outcomes

- A Council wide approach to ensuring the disability policy is considered in relevant aspects of asset management

### Led by:

Asset Management Leadership Group

### Timing:

Initiated

Year one

## Data Collection Programme:

Data collection is undertaken to inform investment. Programme includes a stocktake of accessibility audits and benchmarking against other local authorities.

### Outcomes

- More robust data available for informed decision making
- Understanding of gaps and opportunities
- Council wide approach to making the city more accessible

### Led by:

Community and Social Development

### Timing:

Year two



## Accessible toilets/ changing places network planning:

Required upgrades to toilet network identified for 2023/2033 LTP proposal.

### Outcomes

- Information for decision making/proposals
- Accessibility improved through work programmes

### Led by:

Parks and Recreation

### Timing:

Year one - two

## Accessible paths at Community Services and Destinations:

Upgrade paths at community services and destinations to increase accessibility.

### Outcomes

- More people enjoy the full benefits of Council facilities
- A more varied range of accessible experiences

### Led by:

Zoo, Gardens, Parks and Recreation, Libraries, Claudelands Event Centre, FMG Stadium, Seddon Park

### Timing:

Long term

*(incorporated into audits and asset management plans for inclusion in long term plan considerations)*

## Target Setting:

Project to establish baseline data and work with community to create future targets and goals

### Outcomes

- Meaningful targets and goals are established
- Success is measured accurately
- Data is available for LTP

### Led by:

Community and Social Development, Disability Advisory Forum

### Timing:

Year one/two

## Accessible signage at Community Services and Destinations:

Signage upgraded through renewal process to include accessible formats e.g. large print, pictures, and New Zealand Sign Language.

### Outcomes

- Better customer experience at council facilities

### Led by:

Zoo, Gardens, Parks and Recreation, Libraries, Pools, Claudelands Event Centre, FMG Stadium, Seddon Park

### Timing:

Long term

*(incorporated into audits and asset management plans for inclusion in long term plan considerations)*

## Online information platform:

Information about accessibility for Council facilities, events and services is easily accessible online, available through an easy-to-use platform. Information allows for planning, improving awareness, and promoting accessible recreation options.

### Outcomes

- The whole community is enabled to access the city's destinations
- A more varied range of accessible experiences for the whole community
- Users can plan their trips around accessibility options

### Led by:

Community and Social Development, Communication and Engagement Team

### Timing:

Year one - two

## Two-way information sharing:

Improvements in accessible information sharing between Council and the community so it's easier to move between Council and its facilities.

### Outcomes

- The whole community are enabled to access the City's destinations
- Council and community benefit through information sharing

### Led by:

GIS, City Safe, Transport, Communications and Engagement Team

### Timing:

Long term

Process reviewed annually



### Goal 3

## Council services will be responsive to the diverse needs of disabled people

### Current Action

#### Education:

Induction of new staff will include disability training, and frontline staff will have regular disability training.

#### Outcomes

- Better customer experience
- Customers can engage with Council in a range of ways and be heard
- Better organisational knowledge and awareness of disability issues
- Benefits to organisational culture

#### Led by:

People and Culture

#### Timing:

Long term

Priorities reviewed every six months

### New Action

#### Assisted Waste Service:

Review of new waste management service to explore the value of the assisted service.

#### Outcomes

- Better customer service from council services
- More efficient waste management systems

#### Led by:

Waste Management

#### Timing:

Year two





## Goal 4

# People can get around the city independently and safely

### Current Action

## Audit of transport network:

Audits will be completed on Council's transport network including neighbourhood accessibility audits and project safety audits (including a focus on pedestrians).

### Outcomes

- Information for decision making/proposals
- Accessibility improved through work programmes

### Led by:

Transport

### Timing:

Long term

Process reviewed annually

### New Action

## Community Access mapping:

Barriers identified through community input into a co-designed map of access issues, focusing on a key topic every six months

### Outcomes

- Information for decision making/proposals
- Issues affecting disabled community are prioritised effectively

### Led by:

Community (external),  
Community and Social  
Development

### Timing:

Year two - three

Current Action

## Public transport:

Partner with Regional Council to improve public transport accessibility. Focus on improved transportation options and removing barriers to use.

### Outcomes

- Greater uptake for public transport services and community facilities
- Greater independence and quality of life for transport users

### Led by:

Transport, Waikato Regional Council (External)

### Timing:

Long term

Results reviewed annually

Current Action

## Crossings:

Upgraded to provide safer options in key locations, community facilities and public transport routes.

### Outcomes

- Safer pedestrian access

### Led by:

Transport

### Timing:

Long term

Results reported annually

Current Action

## Footpath programme:

Footpath programmes to renew and maintain footpaths to an accessible standard.

### Outcomes

- Safer pedestrian access
- Improved level of services

### Led by:

Transport

### Timing:

Long term

Results reported annually

New Action

## Mobility carpark review:

Review of current mobility carparks (including an audit).

### Outcomes

- Information for decision making/proposals
- Better parking options for permit holders

### Led by:

Transport, CCS (External)

### Timing:

Year one - three

## Illegal parking monitoring:

Information Systems solution introduced in partnership with NZParking to ensure appropriate usage of mobility carparks.

### Outcomes

- Better parking options for permit holders

### Led by:

Transport, NZParking (external)

### Timing:

Year one - three

## Regional Infrastructure Technical Specifications (RITS) review:

Review RITS to update these to reflect best practice

### Outcomes

- Information for decision making/proposals
- Staff are given the ability to positively influence outcomes from the design stage

### Led by:

Transport, Community and Social Development, Smart Access (external)

### Timing:

Year three onwards

## Accessible Streets Regulatory Package:

Advocate for the progression of the Accessible Streets Regulatory Package through Central Government.

### Outcomes

- Better accessibility standards for streets nationally

### Led by:

Transport, Disability Advisor

### Timing:

Year one - three



## Goal 5

# The whole community can enjoy fair opportunities to play

### New Action

## Informal play in the City:

New informal/pop-up play opportunities in the central city consider accessibility in their design and installation.

### Outcomes

- A more varied range of accessible experiences for the whole community
- Better experience for customers

### Led by:

Central City Programme Team, Sport Waikato (External)

### Timing:

Year two - three

### Current Action

## Future Playgrounds:

All future playgrounds will include assets, access and equipment that is universally accessible/inclusive.

### Outcomes

- Accessible activity options for tamariki
- Better experience for customers

### Led by:

Parks and Recreation

### Timing:

Long term

*(incorporated into audits and asset management plans for inclusion in long term plan considerations)*

## Upgrades to existing parks and playgrounds:

Options to improve accessibility of current neighbourhood parks and playgrounds are considered in the 2023/2033 LTP discussions.

### Outcomes

- Information for decision making/proposals
- Better experience for customers

### Led by:

Parks and Recreation

### Timing:

Year one - two

## Inclusive programme trials:

Pilot programmes will be created at council facilities to encourage and enable access to a wide range of activities for our community.

### Outcomes

- Accessible activity options for our community
- Better understanding of community demand and ability to fine tune future programmes

### Led by:

Aquatics, Libraries, Zoo and Museum

### Timing:

Year one aquatics trial

Year two libraries trial

Year three zoo and museum trial

## Halberg programme to improve accessible recreation for youth:

Halberg Foundation will work with Council to ensure parks, public spaces, club rooms and its facilities are fully accessible to 5 – 12 year old tamariki/rangatahi with physical impairments, by funding equipment or person support.

### Outcomes

- Accessible activity options for tamariki and rangatahi
- Better experience for customers

### Led by:

Community Development, Halberg Foundation (External), Parks and Recreation

### Timing:

Year one initiation

**Trail rider:**

Staff will work with Halberg Foundation to explore provision of a loan trail Rider bike that would allow disabled people to use the river walks, gardens, Council open spaces and zoo more independently.

**Outcomes**

- Better experience for customers
- A more varied range of accessible experiences for the whole community

**Led by:**

Community Development, Halberg Foundation (External), Parks and Recreation, Gardens, Zoo

**Timing:**

Year one - two





## Goal 6

# Council projects embed the principles of universal design, so every new-build community facility project is accessible to everyone

## New Action

### Capital project planning:

Universal design considerations are embedded into all Council project planning templates for new builds and renewals.

### Outcomes

- A Council wide approach to ensuring that the disability policy is considered through every stage of the planning and renewal process

### Led by:

PMO

### Timing:

Year one

## New Action

**Rototuna Library:**

Rototuna Library will be built based on co-designed and universal design principles.

**Outcomes**

- Accessible activity options for our community
- Better experience for every customer

**Led by:**

Community Programme Office

**Timing:**

Year one - three

## New Action

**Celebrating Age Centre:**

Investigations into the replacement of the Celebrating Age Centre, which will include opportunities for a fully accessible community space.

**Outcomes**

- Better experience for every customer

**Led by:**

Community Programme Office

**Timing:**

Year two

## New Action

**Accessible toilets/ changing places at Rototuna:**

Accessible toilets and changing spaces will be installed at Rototuna Village.

**Outcomes**

- Accessible activity options for our community
- Better experience for every customer

**Led by:**

Community Programme Office

**Timing:**

Year one - three

## Current Action

**Transport Centre:**

Advisory group support to review the designs, undertake audits, and provide feedback. Centre has been designed using Universal Design Principles.

**Outcomes**

- Information for decision making/proposals
- Wider input to decision making

**Led by:**

Transport, Waikato Regional Council (External)

**Timing:**

Year two - three





#### Goal 7

## Hamilton City Council is an enabling employer that benefits from the skills and perspectives of a diverse workforce

### New Action

#### Recruitment:

The Council's recruiting processes will be reviewed annually to ensure barriers to employment are removed.

#### Outcomes

- A more inclusive, diverse workplace
- A work force that benefits from the strengths of an enabling environment

#### Led by:

People and Culture

#### Timing:

Long term

Reviewed annually

## Goal 8

# Barriers to civic life and democratic participation are removed through better physical access and improved Governance and communication processes



### New Action

## Chamber upgrade 2023/24:

Accessibility will be prioritised through the use of technology and equipment upgrades.

### Outcomes

- A fair and democratic space that is accessible and welcoming to everyone

### Led by:

Governance

### Timing:

Year two - three

### Current Action

## Accessible Governance processes:

Ensure governance processes are inclusive and accessible, enabling the whole community 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.

### Outcomes

- The city benefits from a more diverse range of voices
- The whole community has greater opportunity to participate in civic life

### Led by:

Governance,  
Communication and  
Engagement, Disabled  
Persons Assembly  
(external)

### Timing:

Long term

Reviewed annually

## Report writing:

Report writers/authorisers will be trained in including accessibility implications in Council reports.

### Outcomes

- Council decision-making is consistently informed by the disability perspective, specific to the decision

### Led by:

Strategy, Policy, Community and Social Development, Governance

### Timing:

Year one training developed

Year two training implemented

## Document accessibility guidelines:

Guidelines are developed that ensure Council documents are fully accessible.

### Outcomes

- The whole community has greater opportunity to participate in civic life and democratic processes

### Led by:

Communication and Engagement

### Timing:

Year one



## Goal 9

# Council communications are produced and distributed in accessible and effective formats, enabling participation, engagement and preparedness

## New Action

### Emergency/immediate communications:

Hamilton City Council will partner with Waikato Regional Council and Waikato District Health Board to ensure emergency processes respond to the needs of the disabled community.

This would include resources and web development with information prioritising the disabled community.

### Outcomes

- People are better able to manage their needs during an emergency
- Emergency services can be more responsive when required

### Led by:

Waikato Regional Council, Waikato DHB, Emergency Management, Communication and Engagement, Community Organisations (external)

### Timing:

Year one - three

## Information sharing guidelines:

Guidelines are developed to consider when New Zealand Sign Language and screen reader friendly formats are recommended for communication campaigns.

### Outcomes

- Council and community benefit through information sharing

### Led by:

Communication and Engagement, Community and Social Development

### Timing:

Year two

## Communication Audits:

Communication audit to be undertaken for all Council communication for a week (randomly selected) annually to test application of the Document Accessibility Guidelines.

### Outcomes

- Information for decision making/proposals

### Led by:

Communication and Engagement

### Timing:

Year two onwards

**Council would like to thank our wonderful  
delivery partners, helping us to shape an  
accessible Hamilton Kirikiriroa:**



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