

## ACCESSIBILITY ADVISORY GROUP

Tuesday May 27 2014 in Te Mahanga Committee Room One, Wakefield Street  
5.30pm to 7.30pm

1. **Present**
2. **Apologies** – Lee Rutene, Paula Booth, Jason Strawbridge
3. **Welcome from the Chair**
4. **Conflict of interest**
5. **Induction – Wellington City Council Contact Centre**  
Kali Maharaj, Contact Centre Team Leader (20 mins)
6. **Accessibility Advisor’s report and Accessibility Map**  
Elizabeth St John-Ives, Accessibility Advisor (20 mins)
7. **Forum debrief and notes review**  
Lisa Matthews, Consultation and Engagement (30 mins)
8. **Terms of Reference Review (10 mins)**
9. **Matters arising/Adoption of minutes/action points (5 mins)**
10. **Project reports (5 mins)**
11. **Other business (5 mins)**
  - International Day of Persons with disabilities, Dec 3rd
  - Safe and Sustainable Reference Group June 11
12. **Next Meeting**  
Tuesday 24 June 2014 in Te Mahanga Committee Room one

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## Action Points

<b>Action points from 27 May</b>	<b>Person responsible</b>	<b>Status</b>
Shannon and Elizabeth to follow up with the Contact Centre	Shannon/Elizabeth	
AAG to ask their networks about any events planned International Day of Persons with Disabilities, December 3.	AAG	
Feedback on the draft Terms of Reference.	Michael, Tim, Christine and David Lee.	

<b>Action points from 29 April</b>	<b>Person responsible</b>	<b>Status</b>
Julia/Jason want to set up a meeting with parks and Gardens to discuss the lack of fenced dog parks.	Julia/Jason	No action
Jason to send a standard submission to Botanic Gardens Management Plan alerting to them to accessibility.	Jason	No action – closes June 3rd

<b>Action points from 25 March</b>	<b>Person responsible</b>	<b>Status</b>
Lisa to follow up the use of the Accessible checklist written for Events.	Lisa	Email sent 22/05/14
Lisa to send email with information about Braille signage etc that was sent to Stephen Harte to Michael and Julia and set up a meeting with him.	Lisa	Awaiting dates from Jason

<b>Action points from 25 February</b>	<b>Person responsible</b>	
3C bar toilets - Jason and Kendall to follow up	Jason and Kendall	?

<b>Action points from 17 December</b>	<b>Person responsible</b>	
Lisa to provide feedback on the forum evaluation and process going forward	Lisa	Awaiting final report

<b>Action points from 25 November</b>	<b>Person responsible</b>	
Lisa to organise Richard to come back in 4 – 6 months	Lisa	Due in June

# ACCESSIBILITY ADVISORY GROUP

Tuesday May 27 2014 in Te Mahanga Committee Room One, Wakefield Street 5.30pm to 7.30pm

## 1. Present

Members: Michael Bealing, Julia Mosen, Christine O'Sullivan, Tim Pate, Shannon Krogmann, Jackie Buckley.  
Apologies: Jason Strawbridge, Paula Booth, Lee Rutene  
Councillors: Cr David Lee, Cr Malcolm Sparrow  
Council officers: Lisa Matthews, Greg Orchard, Elizabeth St John-Ives, Kali Maharaj

## 2. Welcome from the Chair

## 3. Conflict of Interest

None

## 4. Induction – Wellington City Council Contact Centre

Presentation:

- People can contact the Council in many different ways;
  - Face to face – the Service Centre in Wakefield St is open Monday to Friday 8am – 5pm.
  - Call the Contact Centre 499-4444. This is available 24/7.
  - Email [info@wcc.govt.nz](mailto:info@wcc.govt.nz) or use the form on the website.
  - Text 3400.
  - Download the Fix it APP.
  - Use social media
- People contact the Council for many different reasons. A common reason is when there is a problem. This becomes a service request and the person receives a reference number.
- Contact details are collected – useful if the person needs to be contacted regarding the request.
- If there are any problems then the person can quote the reference number.
- If the request is not satisfactorily resolved then the person can use the Complaints process:
  - Internal escalation process
  - and if still not resolved, then the complaint will go to the Issues Resolution Team.

Discussion:

- The text service will be useful for the Deaf community to use.
- Shannon offered to assist with the text template to make sure that it is useful for the Deaf.

Action:

- **Shannon** and Elizabeth to follow up with the Contact Centre

## 5. Accessibility Advisor Report and Accessibility Map

Report:

- Community Services took Chief Operating officer Greg Orchard on a tour of Miramar to point out a number of issues including accessibility. In particular, the kerb that Lee

Rutene advised was difficult.

- There are a number of issues with kerbs. The worst of the kerbs will be totally upgraded by the end of the year and minor works will be started immediately
- It has been proposed to move the two mobility parks on Market Lane closer to Taranaki st where there will be more cafes etc with new development. Elizabeth is keen to know whether this is an issue.

Action: **AAG members** to ask their communities and get any feedback to Elizabeth in 48 hours

Accessibility Map:

- A print one was presented but it is intended that there will a PDF and an html version available on the website.
- Alan Royal will do a final colour contrast before printing.
- Map contains all of community centres, Tourist Information sites and local hospitals.
- The map has been around for 7 years and was last updated in 2009.
- Local Hosts give them out to tourists because they are very useful maps.
- Elizabeth is looking at having it online using google maps with overlay so it is searchable.
- May apply for money to get a Braille version.

Discussion:

- Jason has already given feedback and the name “accessible route” has been changed to “scenic route”.
- He also raised the question of the wheelchair symbol - The ISA (wheelchair symbol) was been used on the accessible buildings list to mean ‘wheelchair accessible’ when the ISA actually means access for all.
- The symbol for deafness means Hearing loop. Should put the symbol in the HTML version because some people are deaf and blind.
- What is wheelchair accessible generally works for the blind.
- Size of scale needed for map.
- The map should be orientated to north/south.
- Map has too much information/too busy.
- Needs to be scaled to size.
- Gradient symbol good.
- Information to not be so physically impaired biased –should include learning difficulties etc.
- Drinking fountain symbol looks odd.
- Only one liberty swing in Wellington City and apparently the pathway to access it is difficult.
- Could the wheelchair symbol be expanded to include prams etc?
- Something around mental health could be included?

Action:

- Deadline for any further feedback Tuesday 2pm.

## 6. Forum debrief and notes review

General discussion:

- Some tables were overfull and some weren't – could have been more directive about who sat where?

- Hard to shift some people's attitudes - some were fixated on the past and not the future
- Session was very focussed which was good.
- People wanted to see something happen.
- Importance of networks – need to look at the next AAG meeting.
- Notes will be worked through by Elizabeth and Lisa and will be sent to attendees and brought back to the AAG.

Common themes from each topic:

### **Arts and Culture**

- Migrants – making the language simple.
- Better social media – receiving information in different ways to promote accessibility in Wellington City.

### **Governance**

- Accessible voting and candidates meetings.
- Engagement big – including AAG i.e. if you are representing them then you need to understand the needs.
- Access to representatives and money for equipment re candidates meetings etc.

### **Social and Recreation**

- Refugee and ethnic communities under represented.
- WREMO Facebook – easy to use.
- Accessibility to Waterfront.

### **Economic Development**

- Jobs for people of disabilities e.g. Council EEO programme.

### **Built Environment**

- Need feedback from Jason.

### **Ease of Travel**

- There aren't enough disability parks and misuse is not being enforced. The fines are not enough.

### **7. Terms of Reference Review**

- Subgroup meeting will be set-up to respond to the draft Terms of Reference.

Action:

- **Michael** to set-up meeting with Tim, Christine and David Lee.

### **8. Matters arising/Adoption of minutes**

Approved Shannon/Tim with the correction of the date of the next meeting to be changed to 27<sup>th</sup> May.

- Parliamentary Services meeting did not go ahead under the auspices of the AAG – instead as community representatives.

### **9. Project reports**

- Transport Plan submission went in.

## 10. Other business

### 1. Annual Report

- Presented by Jason and Michael to the Governance, Finance and Planning Committee of Council. Well received – quite a bit of discussion around Cuba Street and Parliament steps.  
Noted our frustration with Parliament Project but things could be changing in this area.

### 2. International Day of Persons with Disabilities, December 3

- Need to start thinking about this date as things take a while to organise – put on agenda for next time.
- It could be as simple as a small event such as afternoon tea or a forum with other groups.

Action:

- **AAG** to ask their networks about any events planned for this date.

### 3. Safe and Sustainable Reference Group June 11

- Need to confirm who will attend.

Action:

- **Lisa** to email Paula.

### 4. Email re Cuba Street and depth of tree pits

- Depth of 150mm – 250 mm not useful. Should use material under other trees or get the plants growing to create barrier.

## 11. Next Meeting

5.30pm on Tuesday June 24 in Te Mahanga Committee Room one