

## Minutes of the Accessibility Advisory Group Meeting

Date: Tuesday, 26 January 2021

Time: 5:32pm – 7:32pm

Venue: Ngake (Room 16.09), Level 16, 113 The Terrace

---

### PRESENT

#### Chairperson

Rachel Noble and Nick Ruane

#### Members

Amy Evanson

Rosie Macleod

Stuart Mills

Solmaz Nazari Orakani

Alan Royal

#### Elected Members

Councillor Rebecca Matthews

### **In Attendance**

Claire Richardson – Chief Operating Officer

Liam Hodgetts – Chief Planning Officer

Jenny Rains – Community Services Manager

Melissa Wells – Senior Accessibility Advisor

Hedi Mueller – Democracy Advisor

Mark Noyes – Resilience Advisor

Kristine Ford – Senior Policy Advisor

Callum McMenemy – member of the public

## 1. MEETING PROCEDURES

5:32pm

### 1.1 Welcome and Apologies

Cr Matthews said the karakia on behalf of the group. No apologies were received.

### 1.2 Introductions

Group members and staff introduced themselves: staff gave context as to how their work relates with the AAG, and AAG members discussed what they would like to see from the Council.

### 1.3 Conflicts of Interest

Rachel declared an interest through her role at the District Health Board.

### 1.4 Confirmation of Minutes – Minutes of 24 November 2020

That the minutes of 24 November 2020 be adopted as a true and accurate record.

Moved by Stuart Mills, seconded Alan Royal.

Carried

## 2. PRESENTATIONS

### 2.1 Emergency Welfare Messaging for Priority Communities

5:52pm

Mark Noyes presented on the communications channels that WCC uses, the key messages in the event of a pandemic outbreak, what the contact methods are, different formats of messaging for accessible information, and the networks and agency partners that WCC works with during emergency events like the lockdown period in 2020.

Members discussed:

- How community centres are being used during emergencies, with the example of the Miramar Community Centre providing foodbank services during the first 2020 lockdown.

- WREMO activating Community Hubs, which mainly operate out of schools, and the interaction between WREMO and WCC.
- **The information 'black holes' that impact vulnerable** communities to a greater degree, and the big picture being confusing when information comes from multiple sources.
- A Ministry of Health document about communicating with disabled people that group members recommend as a good resource.

At this point, Amy declared a conflict of interest with her work at the Ministry of Health.

- That WCC communications would mainly be passing on information from the Ministry of Health but would also be communicating about Wellington specific services such as emergency food provision.
- That alternative format documentation would be available for some of the key messages.
- The role of community centres, community hubs and the communication plan in an emergency. There is a specialist role at WREMO that connects in with WCC community centres.
- The United Nations Convention on the Rights of Persons with Disabilities, Article 11: Situations of risk and humanitarian emergencies. Ensuring access to services before, during and after emergencies.
- Whether research has been conducted by WCC itself or if relying on research done by Civil Defence.
- If communication channels are mostly digital, access would be limited for disabled people and seniors, who have higher rates of digital exclusion.
- An approach developed by the Australian Government, where advocates are paired with individual disabled people to assist during emergencies.
- More understanding needed of what communication means for communities, eg general communications for the public and

ensuring that all people get them, or specific communications solely for the disabled community.

- What the communications plan looks like for other (non-pandemic) events – what if there is no internet, no electricity, or no means of transportation?
- That the communications plan is an internal document, intended to guide staff, and the exact messages would be developed at the time of the emergency.
- Welfare impacts – medications are mentioned in the communications plan but social activity and events are important for welfare as well.
- A closer look needs to be taken at communications in general (outside of an emergency), there are good examples internationally.
- Information going out in as many accessible formats as possible.

## 2.2 Wellington at Night Action Plan

6:33pm

Kristine Ford presented on the Action Plan for the strategic direction of the city after 5pm. There are three pillars of the action plan linked to economic prosperity, safety and accessibility, and engaging activities for all people. These three pillars align with the three priority strategies (Economic Development, Arts and Culture, and Children and Young People) as well as the economic, cultural and social Community Outcomes of the Long Term Plan.

There will be a survey going out during Orientation Week for semester one 2021, as well as a Kōrero Mai webpage set up for feedback. The survey would ask participants to consider the last two places they went to.

Kristine discussed the key issues the policy team has already canvassed, and invited members to discuss any other key issues not covered:

- Lack of accessible taxis, and that taxi companies only run to a specific time. Melbourne has a good accessible taxi service where a higher proportion of taxis are accessible.
- Increase in the number of homeless people.
- Impact of alcohol - graffiti, litter, and vomit that remains the next day.
- Places that disabled people do not feel safe going after dark.
- Lack of accessible venues meaning disabled youth miss out on some experiences.
- Including the word '**inclusive**' in the Thrive column.
- Specific accessibility and inclusion question to be included in the survey, and that Disability Services at Victoria University are a good network to be in touch with.
- Focus on university students might mean people missing out, as not all disabled youth study at universities. Kristine will also be linking in with dsport.
- Importance of disabled people having access through the front door of a building rather than a side entrance.
- What consideration will be given to traffic and street closures – the Action Plan will align with **Let's** Get Wellington Moving.
- That people's attitudes are the biggest contributor to a good experience at night in Wellington.
- That AAG feedback be shared at the next Night-time Economic **Forum, to give a bit of 'real time'** feedback while the engagement is underway.
- Cr Matthews met with NZTA to discuss accessible taxi barriers.

### 3. General Business

#### 3.1 Members' and Councillor Updates

6:50pm

Solmaz gave an update on a project she is currently working on, regarding the United Nations Convention on the Rights of Persons with Disabilities.

Nick gave an update on a Workbridge project called [Grow Digital](#), which enhances self-employment opportunities for disabled people.

Councillor Matthews gave an update on the Advisory Group Review, which was agreed at Council at the end of last year; as well as the Te Kāinga CBD apartment conversions, of which two of the 52 units in the first lot are accessible.

Hedi gave an update on the accessible toilet facilities on Level 16, and that she and other staff had completed evacuation chair training last week. Hedi to provide an update on the full evacuation plan at next meeting. Hedi also discussed how the review recommendations will be implemented and will keep the group updated on its progress. The aim is to have new members recruited and inducted in time for the new financial year in July 2021.

The group agreed to keep emails open rather than BCCed.

### 3.2 Mayoral Forum Discussion

Nick discussed a meeting he had with Hutt City Council Deputy Mayor Tui Lewis, and that there may be an opportunity to present to mayoral forum about the work that AAG does.

### 3.3 Draft Six-Month Workplan

Hedi presented on a draft six-month work plan for AAG for the remainder of the financial year. Group members gave feedback and with the leave of the meeting the draft plan was agreed as follows:

- February: Central Library Design, Three Priority Strategies, Communications team.
- March: Events team and Human Resources team, Emergency Management, City Housing Team.
- April: Long-**Term Plan, Let's Get Wellington Moving**.
- May: Planning for Growth/Draft Spatial Plan.
- June: Long-Term Plan, Emergency Management.

The meeting was declared closed at 7:32 pm.

The next AAG meeting will be held on 23 February 2021 at 5.30pm, on Level 16, 113 The Terrace.