

## Minutes of the Accessibility Advisory Group Meeting

**Date: Tuesday 26 February 2019**

**Time: 5:30pm–7:30pm**

**Venue: Committee Room 1, Wellington City Council,  
101 Wakefield St, Wellington**

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### PRESENT

#### Co-Chairpersons

Tristram Ingham and Rachel Noble

#### Members

Alan Royal, Rosie MacLeod, Solmaz Nazari Orakani and  
Stuart Mills

#### In Attendance

Barbara McKerrow – Chief Operating Officer  
Jenny Rains – Community Services Manager  
Carol Wahrlich – Customer Services Manager  
Lisa McGrath – Project Manager Customer Service Innovation  
Helena Patuwai – Elected Members Advisor  
Prebashni Naidoo – Senior Democracy Advisor

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### 1.1 MEETING PROCEDURES

#### 1.2 Welcome

The Chairperson welcomed all present.

#### 1.3 Apologies

Apologies for absence were received from Erikka Helliwell, Michael Bealing, Nick Ruane and Councillor Lee.

#### 1.4 Farewell Speeches and Nibbles

This item was cancelled due to Michael's apology.

## **1.5 Adoption of Minutes – Minutes of 29 January 2019**

That the minutes of 29 January 2019 be adopted as a true and accurate record subject to the following amendment:

“No apologies were received” duplication to be removed.

(Stuart Mills / Tristram Ingham): Carried

## **2. PRESENTATION**

### **2.1 New Customer Service Centre In Manners Street**

Carol Wahrlich and Lisa McGrath were in attendance for this item.

Lisa provided an overview of the new customer service centre in Manners Street.

The team had created a lookalike space on MOB Level 4 and invited the Advisory Group to role play and provide feedback on the new layout.

Feedback from the group:

- The Chairperson thanked staff for the exercise. The group found the exercise useful to voice thoughts and concerns and welcomed more exercises of this nature in the future
- Concern was raised around mobility parking and toilets at the new venue
- The group requested a tour once the venue was completed in order to see how their feedback had encouraged the layout
- The Chairperson encouraged members to complete the AAG presentation template with their feedback and email to Helena.

***Action: A working group comprising of Alan and Solmaz to work with Lisa and Carol to provide feedback and report back to the AAG.***

## **3. Update from the Chair**

The Chairperson provided a brief outline on the activities for the month:

- The AAG progress six monthly report was due to the 4 April City Strategy Committee meeting. Tristram to circulate the draft report to the group for feedback. Helena had booked a slot for the AAG to present at the City Strategy Committee pre-briefing on 2 April.
- Interviews for the new member for the AAG had taken place and the successful member will be joining the AAG next month.

Rachel noted that a number of high caliber applications were received.

- Tristram attended the consultation session on the mobility parking policy which was arranged by Council and noted that attendance was poor. The group spoke about the need for better community engagement with people with disabilities.

**Action:**

- 1. The AAG requested that a member from the Communications team be invited to the next AAG meeting to provide a presentation on communication of consultation plans and how they are done online ensuring all people can access information including people with disabilities and those using assistive technologies and devices.**
- 2. Jenny to follow up on the Government Technology Accessibility Plan.**
- 3. The AAG requested an update on FIXiT to be provided at the next meeting.**

- The AAG raised concern that they were not given an opportunity to present on the Electric Scooters which was on the City Strategy Committee Agenda on 14 February, since this impacted on the group. The Chief Operating Officer advised that a copy of the forward work programme containing all upcoming items for the Committees is circulated by Democracy Services and that the group review the programme and highlight any items of interest.
- The Co-chairpersons will be meeting with Baz Kaufman and Jenny Rains to discuss the AAG Forward work programme.

#### **4. Update from Helena**

Helena advised that she is currently on secondment to the Elected Members Advisor role and introduced Prebashni Naidoo who had joined the Democracy Services team and will be supporting the group.

The meeting was declared closed at 7.40pm.

**The next AAG meeting will be held on Tuesday, 26 March 2019 at 5.30pm.**