

# **Mahere Mahi mō te Hauā Disability Action Plan**

*Auckland Council's action  
plan for a thriving and  
accessible Tāmaki Makaurau*



## **Te Aronga o te Mahere Mahi mō te Hauā**

# **Purpose of the Disability Action Plan**

*Auckland Council's Disability Action Plan aims to improve outcomes for disabled people in Auckland, as well as families, older people and visitors.*

The council whānau have a big role to play in the life of our region including the provision of facilities, open spaces, events, buildings, services, information and communication and a region-wide transport network.

Together, we have a collective responsibility to identify and minimise barriers to access and participation, ensuring everyone can fully enjoy all that our region offers – whether their disabilities are visible or not.

The Disability Action Plan outlines practical, achievable actions that the council whānau can deliver to create a more inclusive and accessible Tāmaki Makaurau.





# Ngā Hapori Momoho Thriving Communities

Ngā Hapori Momoho Thriving Communities 2022-2032 is council's strategy for a fairer, more sustainable Tāmaki Makaurau where every Aucklander feels like they belong.

The strategy acknowledges that not all Aucklanders are thriving and focuses on communities and areas where there are entrenched and persistent disparities in outcomes.

To guide this work, the strategy is built around four outcomes, six objectives, four investment principles and three key shifts, which are visually represented in the graphic on this page.



## Te noho i te marumaru o Ngā Hapori Momoho

# Nesting under Ngā Hapori Momoho

*Contributing to a thriving and accessible Tāmaki Makaurau where everyone belongs*

The Disability Action Plan supports the delivery of Ngā Hapori Momoho by focusing on improving access and reducing barriers for disabled communities. The plan provides practical and tangible actions that help us to achieve our goal of creating a fairer and more accessible region.

The Disability Action Plan also aligns with and delivers on the Ngā Hapori Momoho outcomes, objectives, investment principles and key shifts. These linkages are discussed in more detail in the following pages.



Ā Mātou Hua

# Ngā Hapori Momoho Thriving Communities outcomes

Ngā Hapori Momoho outcomes are informed by kaupapa Māori values. They help us understand what we need to achieve and how we need to behave. The table below shows what these outcomes look like for the disability community.

	MANAAKITANGA	WHANAUNGATANGA	KOTAHITANGA	KAITIAKITANGA
Ngā Hapori Momoho outcome	All Aucklanders enjoy the essentials of a good life and fulfil their potential.	Aucklanders are connected and feel as though they belong.	All Aucklanders can participate and take collective action to meet common goals.	Aucklanders are connected to and care for the environment.
What does this outcome mean for Ngā Hapori Momoho?	Manaakitanga represents the responsibility of looking after each other's wellbeing and is often expressed through providing hospitality. For Thriving Communities, Manaakitanga looks like valuing and protecting the mana of all Aucklanders through providing a good standard of living.	Whanaungatanga represents the forming and strengthening of relationships between people and communities. These relationships are the glue that bind our diverse communities together. For Thriving Communities, fostering whanaungatanga will provide the foundation for social inclusion and a sense of belonging in our communities.	Kotahitanga represents the value of unity, and many people moving as one. For Thriving Communities, this looks like recognising the leadership role our communities take in achieving goals that have value to them. Encouraging kotahitanga will increase participation and provide a sense of togetherness.	Kaitiakitanga is a complex value that represents the connection Māori have to the whenua, and people have to the environment. For Thriving Communities, we see kaitiakitanga as a duty to ensure the wellbeing of our environment, and a sustainable future for all Aucklanders.
What does this outcome look like for the disability community?	Disabled people and their whānau have access to the resources and support they need to live a good life. Disabled people are treated in respectful and mana enhancing ways.	Disabled people have strong relationships and connections and can fully participate in community and civic life. Barriers to participation and inclusion are minimised.	Disabled people can take action and leadership on issues that matter to them and their communities. The voices of disabled people are heard and valued in the community.	Disabled people are connected to the environment and actively involved in initiatives that support a sustainable future.



## Ā Mātou Whāinga

# Delivering on Ngā Hapori Momoho Objectives

The actions in the Disability Action Plan contribute to the delivery of the following Ngā Hapori Momoho objectives.

Ngā Hapori Momoho objective	How this plan supports delivery
Increase whānau and community financial security	<ul style="list-style-type: none"><li>• play our part in creating long-term, high quality employment opportunities for disabled people.</li><li>• create council workplaces that are inclusive of the needs of disabled kaimahi</li></ul>
Improve health outcomes	<ul style="list-style-type: none"><li>• design our urban form so that it promotes accessibility and advances health and wellbeing outcomes.</li><li>• recognise the value of parks and open spaces, sport and recreation and arts and culture to health and wellbeing and ensure equitable access for disabled people.</li></ul>
Enable local leadership and Innovation	<ul style="list-style-type: none"><li>• connect, engage and support those in the disability community who are making positive contributions to their communities.</li><li>• explore new approaches to involve disabled communities in policy and decision-making at a local level.</li></ul>
Increase access and participation	<ul style="list-style-type: none"><li>• ensure council's public buildings and spaces are inclusive and accessible for everyone.</li><li>• make information easily accessible, in a range of formats and places.</li><li>• ensure disabled communities have access to public transport options to get where they need to easily.</li><li>• ensure disabled people are actively involved in council decisions that impact them.</li><li>• involve disabled individuals, groups and communities in civic and democratic processes.</li></ul>
Grow community and intercultural connection	<ul style="list-style-type: none"><li>• support events, services and local spaces that support connection and belonging for disabled communities.</li></ul>
Increase local climate resilience and sustainability	<ul style="list-style-type: none"><li>• support disabled communities to lead on initiatives that promote climate resilience and sustainability.</li><li>• ensure council's emergency management planning and responses consider the needs of disabled communities and information is accessible, including signage, website content and publications.</li></ul>

Ngā nekehanga matua e toru

# Changing the way we work to deliver better outcomes

In order to change the outcomes we deliver, Auckland Council needs to make changes to the **way we work**. These **key shifts** describe the changes Auckland Council needs to make to achieve our strategy outcomes. This page outlines how the Disability Action Plan implements these three key shifts to improve outcomes for disabled communities.

1

From *ad hoc and siloed* ► to **integrated and connected**

We will work collaboratively across the council whānau and with partners and communities; building on existing relationships to encourage more joined up approaches that support inclusion and accessibility. We will raise awareness of the action plan and grow connections with parts of the organisation where there is less reported activity to promote more action.

2

From *one-size-fits all* ► to **targeted approaches**

We will design and deliver responses tailored to the needs of the disabled community targeting those facing the greatest barriers to participation.

We will seek to strengthen activity in domain areas with fewer actions and to address gaps that align with the Disability Advisory Panel's strategic priorities.

3

From *council as expert* ► to **council as enabler**

We will work with and support the Disability Advisory Panel, disabled kaimahi (including council's disability staff network), and the disability community to lead their own responses and to define what is important to them. We will ensure the voices and lived experiences of disabled communities are included in our planning and decision-making.



# A disability lens to shape our investment decisions

Ngā Hapori Momoho sets out four investment principles to shape the way council makes investment decisions and to support better outcomes for communities. Our investment principles signal what matters to us. Council decision-making will be fair, transparent and leverage our investment alongside others. This page shows what these principles mean for disabled communities.



## **Invest to improve the wellbeing of people and planet**

Focusing our investment to achieve wellbeing outcomes for current and future generations.

Prioritising activities that deliver on the multiple outcomes which impact Aucklanders' wellbeing (social, environmental, cultural and economic).



## **Invest based on evidence of need and the voices of Aucklanders**

Having up to date data and evidence about the wellbeing of disabled communities and their whānau.

Targeting investment to disabled communities facing the greatest disparities, ensuring the voice and lived experiences of disabled people inform our decision-making.



## **Invest to honour our Te Tiriti o Waitangi obligations**

Investing in activities that fulfil our Te Tiriti obligations to ensure Māori in Tāmaki Makaurau including whānau hauā (Māori with disabilities) enjoy the same wellbeing outcomes as other Aucklanders. This means removing barriers for whānau hauā and supporting them to live fulfilling lives.



## **Invest in communities to determine their own priorities and solutions**

Investing in disabled communities to define their own priorities and develop solutions to achieve them. This includes supporting communities by ensuring disabled people can access the information or resources they need to lead on issues that are important to them.





**Mahere Mahi mō te Hauā - Tauwāhi**  
**Disability Action Plan - Domains**



# Nga Tauwāhi o te Mahere Mahi mō te Hauā

## Disability Action Plan Domains

The action plan is structured into five key domains that are important to disabled communities and their whānau.



### 1. Buildings, Places and Spaces

We aim to make it easy for everyone to fully participate in community and civic life.



### 2. Knowledge, communications and engagement

We aim to reach everyone with our communications and information and make this easy for people to find and understand.



### 3. Events and Services

We aim to make our events and services easy to access and for everybody to enjoy.



### 4. Our Workplace

We aim to be a supportive group of organisations that are great places to work.



### 5. Transport

We aim for our transport network to keep you and Tāmaki Makaurau moving and connected.

## Ngā whakamahuki

# How we describe the status of actions in this plan

The following sections of the plan list the actions by domain and notes the current status of each action.

The table below describes what is meant by the different ‘status’ terms.

Status	Definition
In progress	The action is currently underway and has a definable end point.
Ongoing	The action is currently underway but has no easily definable end point. For instance, it may be something that we started doing and is now part of, or becoming, “business-as-usual”.
On hold	The action has not yet been achieved and there is no current work underway. Work to progress the action will resume at a later time.
Planned	The action has not yet started but work to progress it is being planned or will be underway soon.
Complete	The action has been achieved, and no further work will be undertaken. Note: in some cases, completed actions may move into “business-as-usual”.







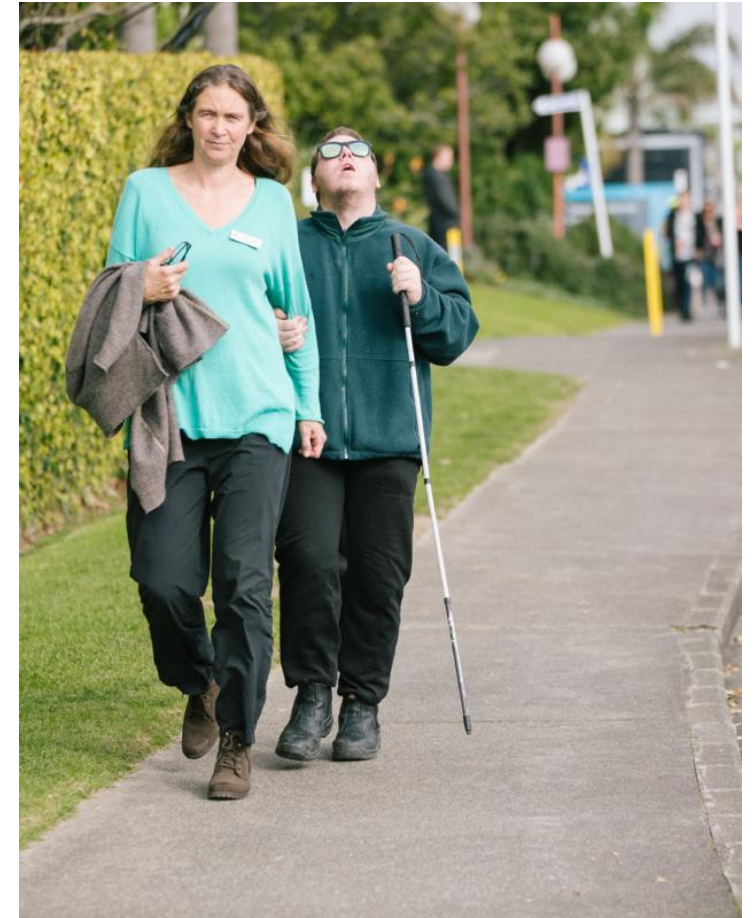
## Ngā Whare, ngā Wāhi me ngā Takiwā **Buildings, Places and Spaces**

*We aim to make it easy for everyone to participate fully in community and civic life.*

### **Why is this important?**

Auckland has a diverse mix of buildings, places and spaces. This includes, parks, walkways, squares, community facilities, theatres, museums and a region wide transport network.

We aim to improve Auckland's urban and natural environment and our services to make them easier to understand and use. Where possible, this will be guided by the principles and goals of universal design, as defined in Appendix 2.





# Actions under Buildings, Places and Spaces

Action	Description	Responsibility	Status
1.1	Continue to update the Universal Design Hub within the Auckland Design Manual as needed. This includes best practice universal design guidance on council's Auckland Design Manual website and promotion to increase awareness.	Planning and Resource Consents	Ongoing
1.2	Promote what council is doing well through the Auckland Design Manual and utilise external accessibility sector resources.	Planning and Resource Consents	Ongoing
1.3	Ensure that all staff providing a design review service promote the principles of universal design being incorporated into the design process.	Planning and Resource Consents	Ongoing
1.4	Develop and implement triggers for inviting a universal design advisor to the Urban Design Panel meeting.	Planning and Resource Consents	Ongoing
1.5	Review Universal Design Action Outputs annually.	Planning and Resource Consents	Ongoing
1.6	Facilitate the Universal Design Forum across council staff.	Planning and Resource Consents	Ongoing
1.7	Collaborate with Ministry of Business Innovation and Employment (MBIE) on universal design guidance and amending the Building Code.	Building Consents	Ongoing
1.8	Support information evenings in collaboration with MBIE.	Building Consents	Ongoing
1.9	Review accessibility of facilities that are likely to be used for community welfare (Civil Defence Centres) as part of the on-going site reviews.	Auckland Emergency Management	Ongoing
1.10	Continue to develop accessible playgrounds in Auckland.	Parks and Community Facilities	Ongoing
1.11	Commission park accessibility assessments annually for one park in each local board area, and once class 3 regional park.	Parks and Community Facilities	In progress
1.12	Work with local boards to develop a proposal to include three accessible beach initiatives across the network.	Parks and Community Facilities	In progress
1.13	Apply universal design principles to all major upgrades and builds of aquatic and recreation facilities.	Pools and Leisure	Ongoing
1.14	Undertake accessibility reviews of pools and leisure facilities to inform and plan improvements.	Pools and Leisure	In progress
1.15	Incorporate universal design principles in the housing for older persons portfolio and services review	Eke Panuku Development Auckland	Ongoing
New actions since 2024			
1.16	Provide internal accessibility assessments for parks and public places.	Parks and Community Facilities	In progress
1.17	Ensure accessibility is incorporated into capital works in Waste Solutions.	Waste Solutions	In progress
1.18	Install height-adjustable self-check units in libraries.	Community Wellbeing	In progress
1.19	Review accessibility of all five experience centres.	Environmental Services	Planned



**Te Mātauranga, te Whakawhiti Kōrero me te Whiriwhiri Kōrero**

# **Knowledge, Communications and Engagement**

*We aim to reach everyone with our communications and information and make this easy for people to find and understand.*

## **Why is this important?**

We seek to actively engage with everyone to understand our communities and use this knowledge to make Auckland more accessible for all. The council whānau provides information on what we do and communicates this in many ways through websites, publications, social media, call and service centres and signage.

We have a lot of information to share and we want to make sure that this information is accessible to all, including communities who need additional support. Information that is more accessible for disabled and d/Deaf communities is also easier and more user-friendly for non-disabled people.







# Actions under Knowledge, Communications and Engagement

Action	Description	Responsibility	Status
2.1	Develop and implement disaster resilience strategies, in partnership with communities, that actively incorporate accessibility.	Auckland Emergency Management	Ongoing
2.2	Include accessibility in the review of public alerting options and public communication channels.	Auckland Emergency Management	In progress
2.3	Provide accessible communications training to various council departments.	Communications and Marketing	Ongoing
2.4	Ensure that information on our website is easy to understand and use.	Customer Experience and Digital Services	Ongoing
2.5	Hold trainings on different types of digital accessibility opportunities.	Customer Experience and Digital Services	Ongoing
2.6	Continue to support assisted participation in Local Elections.	Governance and Engagement	Ongoing
2.7	Explore partnerships to improve communication and engagement with the disability community to increase the number of audio descriptive and sign language programming.	Tātaki Auckland Unlimited	Ongoing
New actions since 2024			
2.8	Provide photography to best represent disabled Aucklanders.	Communications and Marketing	In progress
2.9	Update the accessible information and communications guidelines.	Communications and Marketing	Planned
2.10	Update Auckland Council's branded Microsoft Word templates.	Communications and Marketing	Planned
2.11	Produce a demographic profile of the disability community in Tāmaki Makaurau.	Policy	In progress
2.12	Develop a pilot to support the disability community plan for climate disruption.	Policy	In progress
2.13	Collaborate with disability communities to increase the inclusiveness of emergency readiness and response activities.	Auckland Emergency Management	In progress
2.14	Review the accessibility and inclusion of Auckland Council-delivered education programmes.	Environmental Services	Planned
2.15	Ensure the website Tiaki Tāmaki Makaurau   Conservation Auckland is accessible against the New Zealand Government Web Accessibility Standards	Environmental Services	In progress



## Ngā Taiopenga me ngā Ratonga **Events and Services**

*We aim to make our events and services easy to access and for everybody to enjoy.*

### **Why is this important?**

The council whānau organises and helps coordinate many events and services for the enjoyment of Aucklanders and our visitors. This includes small local programmes and larger events and experiences.

It is our aim that events will be as accessible as we can make them, from the information we provide to the occasion itself.





## Actions under Events and Services

Action	Description	Responsibility	Status
3.1	Continue collaboration project with Blind Low Vision New Zealand.	Community Wellbeing	On hold
3.2	Monitor and review accessibility outcomes of key projects and events for continued improvement.	Eke Panuku Development Auckland	Ongoing
3.3	Support and improve accessibility across a range of major regional facilities.	Tātaki Auckland Unlimited	In progress
3.4	Increase accessibility of information, ticketing, and programmes.	Tātaki Auckland Unlimited	In progress
New actions since 2024			
3.5	Develop and implement resilience projects with and/or for young disabled people, in partnerships with schools.	Environmental Services	In progress







## Tō mātou Wāhi Mahi **Our Workplace**

*We aim to be a supportive group of organisations that are great places to work.*

### **Why is this important?**

This means ensuring that our internal systems, processes and core courses are accessible. We are also focused on creating inclusive work environments and ensuring everyone can move around our buildings easily.

Where possible, we seek to utilise advancements in technology to accommodate flexible and inclusive work environments.





## Actions under Our Workplace

Action	Description	Responsibility	Status
4.1	Improve accessibility for the employee “journey” from recruitment to exit.	People Safety & Wellbeing	Ongoing
4.2	Actively look for opportunities to employ disabled people.	Pools and Leisure	On hold
4.3	Obtain a Rainbow Tick Accreditation for Pools and Leisure Centres.	Pools and Leisure	In progress
4.4	Actively look for opportunities to employ disabled people.	Tātaki Auckland Unlimited	On hold
New actions since 2024			
4.5	Promote accessibility within Council’s corporate workplaces.	Corporate Support Services	Ongoing
4.6	Partner with socially conscious providers where possible for printing and distribution needs.	Corporate Support Services	Ongoing
4.7	Improve access to resources, training and communities of practice through joining the New Zealand Disability Employer's Network.	People Services	In progress
4.8	Work towards gaining the Accessibility Tick.	People Services	In progress
4.9	Improve the accessibility and user-centricity of Auckland Council’s intranet homepage.	Communications and Marketing	In progress





**Tūnuku**  
**Transport**

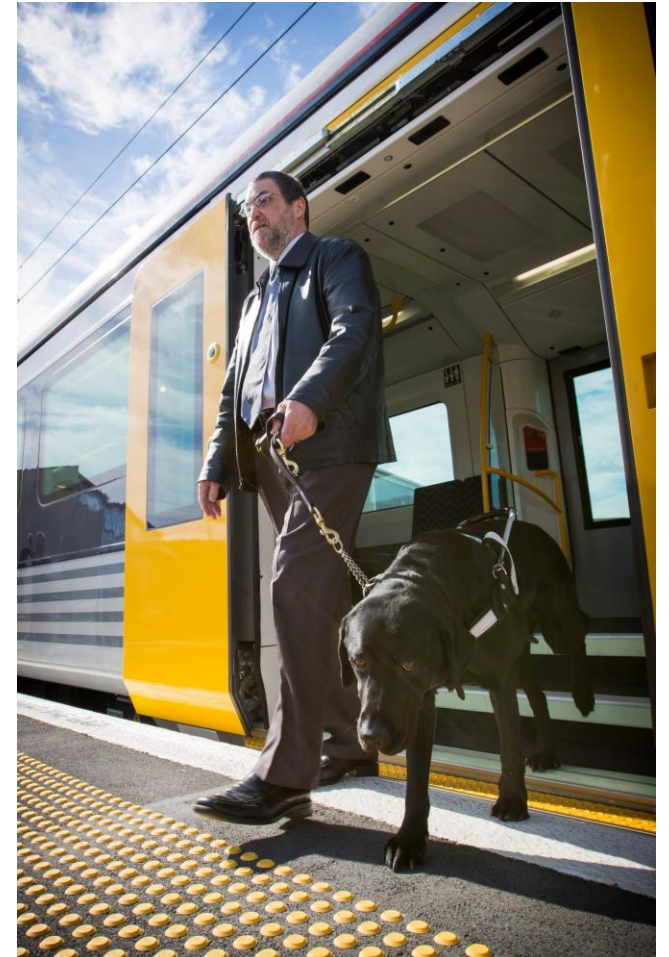
*We aim for our transport network to keep you and Tāmaki Makaurau moving and connected.*

### **Why is this important?**

Transport plays a crucial role in ensuring that everyone can move around the region.

Ensuring our transport system is inclusive, culturally sensitive, accessible, and safe for everyone supports economic and social opportunities for Aucklanders, promotes active mobility, fosters a sense of belonging and connection across the region, and reduces our carbon emissions. By doing this, Auckland's transport network can better serve everyone.

This action plan showcases some of the key actions we're taking to enable accessible transport for everyone. More detailed information is provided in Auckland Transport's *Accessibility Action Plan*.







# Actions under Transport

Action	Description	Responsibility	Status
5.1	Update the Accessibility Action Plan 2025-27 (version 4).	Auckland Transport	Planned
5.2	Update the destination signage for buses impacted by City Rail Link (CRL) in accessible formats.	Auckland Transport	In progress
5.3	Pilot accessible mapping, as part of implementing new, innovative, and pilot projects that make information and spaces more accessible for disabled people.	Auckland Transport	In progress
5.4	Provide training on universal design for Auckland Transport staff.	Auckland Transport	In progress
5.5	Develop further accessibility training and awareness for Auckland Transport staff.	Auckland Transport	Ongoing
5.6	Construct four new electric ferries (with accessibility components).	Auckland Transport	In progress
5.7	Develop Customer Relationship Management (CRM) and Artificial Intelligence (AI) reporting to improve visibility and responses to accessibility issues.	Auckland Transport	In progress
5.8	Pilot the inclusion of New Zealand Sign Language recorded videos in train stations, wharves, and bus interchanges to better support the d/Deaf community.	Auckland Transport	In progress
5.9	Provide te reo Māori translations in support for the New Zealand Sign Language pilot.	Auckland Transport	In progress
5.10	Work with the Public Transport Accessibility Group to achieve an accessible transport environment where people of all ages and abilities can access transport choices that suit their needs.	Auckland Transport	In progress
5.11	Work with the Capital Project Accessibility Group to achieve an accessible transport environment where people of all ages and abilities can access transport choices that suit their needs.	Auckland Transport	In progress
5.12	Regularly inspect the bus fleet, including for accessibility.	Auckland Transport	Ongoing
5.13	Promote bike riding through the Inclusive Cycling project, which seeks to reduce barriers to cycling for disabled people.	Auckland Transport	In progress
5.14	Complete the Total Mobility annual survey.	Auckland Transport	Ongoing



# Actions under Transport

Action	Description	Responsibility	Status
5.15	Review the Total Mobility and OnDemand schemes.	Auckland Transport	Ongoing
5.16	Provide Total Mobility monthly newsletters.	Auckland Transport	Ongoing
5.17	Work with the Capital Project Accessibility Group on the construction of the new City Rail Link stations.	Auckland Transport	In progress
5.18	Introduce proof of concept tactile interactive smart kiosks for public transport facilities that provide real time New Zealand Sign Language recognition and response.	Auckland Transport	In progress
5.19	Improve accessibility and reduce hazards at the Quay Street bidirectional cycle ramp.	Auckland Transport	Planned
5.20	Extend PlusOne Concession to rail and ferry passengers, allowing them to bring a support person for free.	Auckland Transport	In progress
5.21	Support transport projects that endorse accessibility outcomes conducted by external stakeholders in Auckland and around New Zealand.	Auckland Transport	Ongoing
5.22	Ensure that the Auckland Transport Design and Engineering guides and standards incorporate accessibility into the design of infrastructure.	Auckland Transport	Ongoing



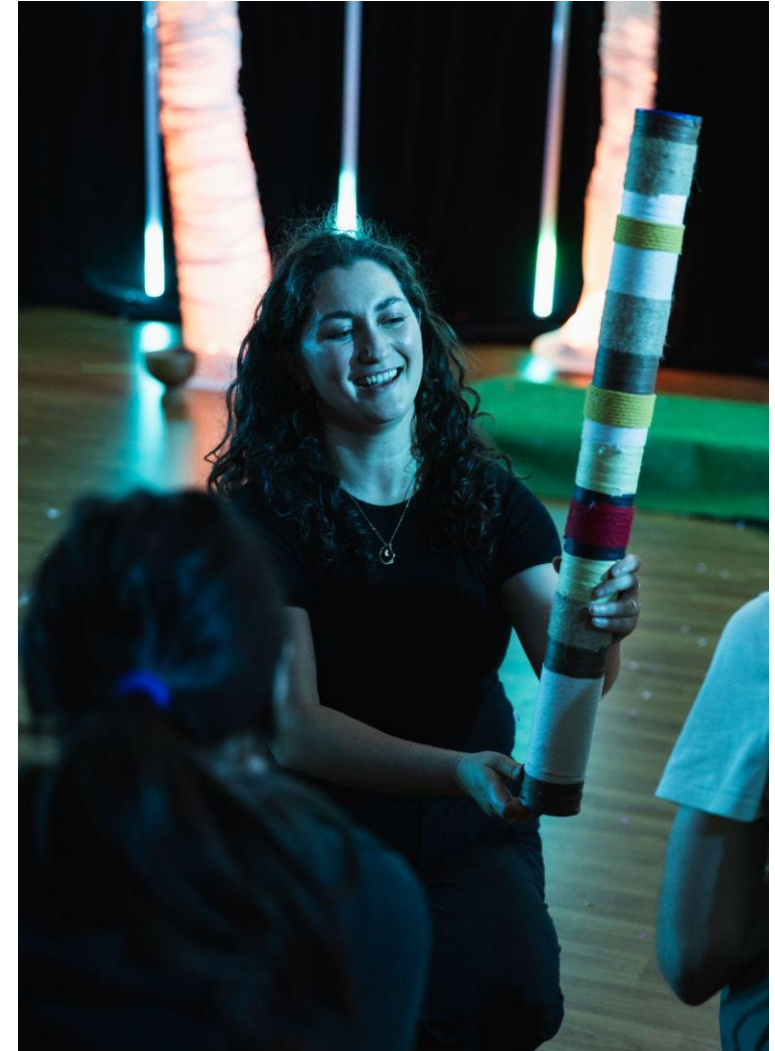
**Te whakatairanga i ngā mahi e pā ana ki te hauā**

## **Shining a light on other disability-related activity**

The action plan plays an important role in highlighting and sharing disability-related work that is happening or planned across the council whānau. It is not comprehensive of everything the council is doing, especially where some activity is part of ongoing business as usual activity rather than a discrete action.

To better showcase more of the ways in which we are supporting disabled people across Auckland, this section features examples of other disability-related work council is doing which is not included as actions elsewhere in this plan.

This is illustrative and will be added to on an ongoing basis as more examples come to light.





**Our libraries** and library teams offer disabled and neurodivergent people support in many ways, including:

- Te Māpuna | Library Connect, a service that provides access to library services without customers having to come into a physical library
- supporting customers in navigating support services such as Work and Income, Total Mobility Card, Inland Revenue, and Careers NZ
- continuously improving the accessibility of library collections, and
- continuing to update Libby for Overdrive's accessibility.

**Waste Services** provide customers with accessible options, including an accessible communications brochure for all waste services and assisted kerbside services for people who are unable to carry or lift bins to the kerbside.







Auckland Council supports disability groups through the range of **local and regional grants** we offer. For example, in 2024/2025 council provided grant funding to support organisations and events such as:

- Arts Access Aotearoa, an organisation that works in partnership to increase access to the arts for people in Aotearoa who experience barriers to participation
- Glass Ceiling Arts Collective, a charity which supports people from marginalised communities participate in performing arts, especially young people with disabilities
- InterAct 2025, a three-day festival of disability arts
- Disability Sport Auckland, a regional sports organisation dedicated to providing sport, active recreation, and play opportunities for people with disabilities.

# Appendix One

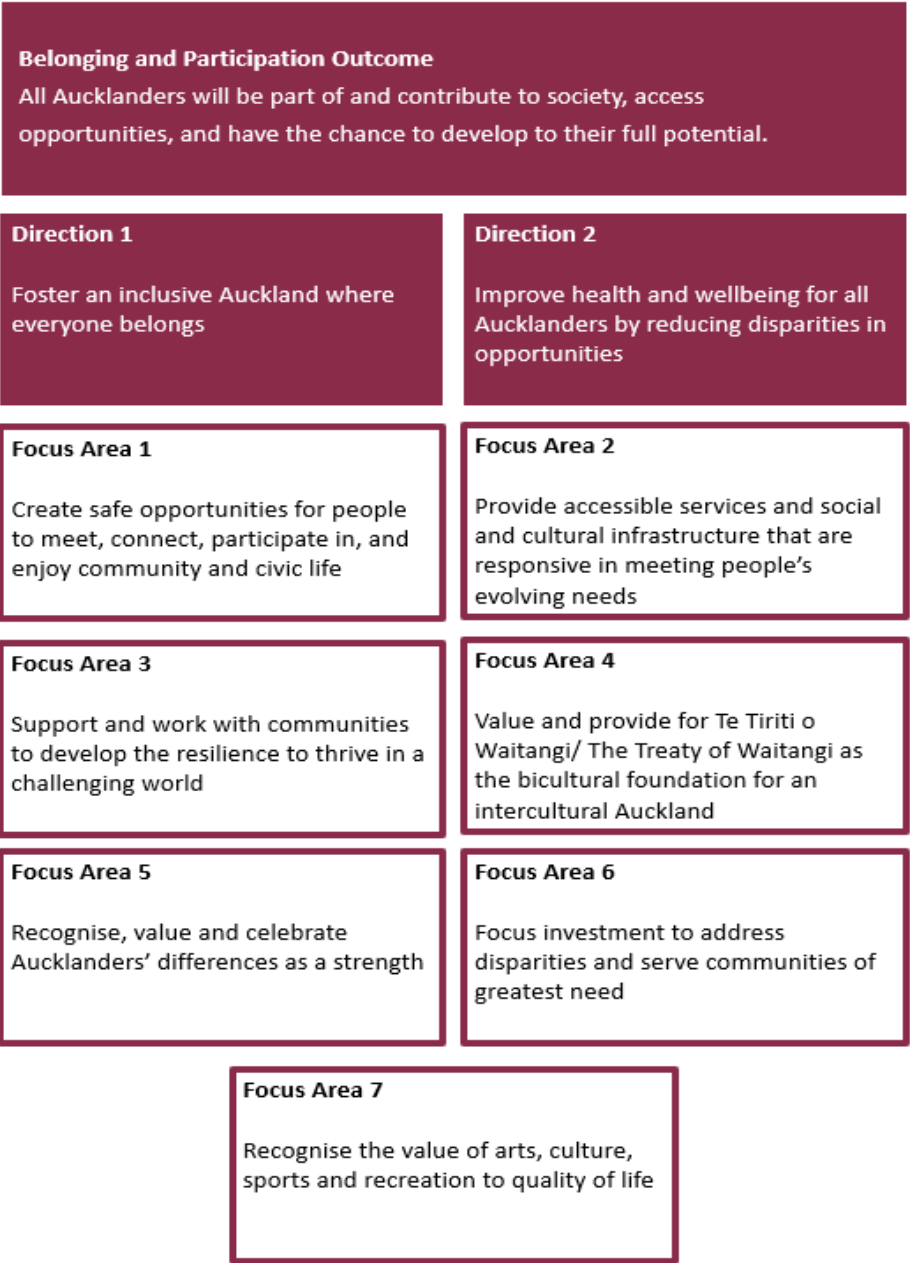
## Te Whakahāngaitanga Whai Rautaki Strategic Alignment

### Alignment to the Auckland Plan 2050

Our commitment to creating a strong, inclusive and equitable society and a well-designed built environment is set out in the Auckland Plan.

The outcomes identified in the Auckland Plan provide the high-level direction that guides what council does on a day-to-day basis.

Ngā Hapori Momoho and the Disability Action Plan provide further direction to the council group on the implementation of the ‘**Belonging and Participation**’ outcome of the Auckland Plan.



# Alignment to Māori Outcomes – Kia Ora Tamaki Makaurau

## Kia Ora Tāmaki Makaurau Mana Outcomes

Papakāinga and Māori Housing <b>Kia Ora te Kāinga</b>	Realising Rangatahi Potential <b>Kia Ora te Rangatahi</b>
Te Reo Māori <b>Kia Ora te Reo</b>	An Empowered Organisation <b>Kia Hāngai te Kaunihera</b>
Whānau and Tamariki Wellbeing <b>Kia Ora te Whānau</b>	Māori Identity and Culture <b>Kia Ora te Aurea</b>
Marae Development <b>Kia Ora te Marae</b>	Kaitiakitanga <b>Kia Ora te Taiao</b>
Māori Business Tourism and Employment <b>Kia Ora te Umanga</b>	Effective Māori Participation <b>Kia Ora te Hononga</b>

Whānau hāuā are important members of their whānau, hapū, iwi and communities.

Kia ora Tāmaki Makaurau strengthens Auckland Council's commitment to ensuring mana whenua and Māori communities, can fully realise their aspirations.

The Disability Action Plan aligns with all Kia Ora Tāmaki Makaurau long-term priorities and mana outcomes by fostering an inclusive Tāmaki Makaurau where all Māori, including whānau hāuā, can thrive.



# Alignment to The Māori Plan

The Māori plan (Houkura) serves as a guiding framework to support Auckland Council in advancing the wellbeing of Māori Communities. Grounded in Māori values, the plan places the wellbeing of Mana Whenua (Māori with tribal affiliations within the Auckland region) and Mataawaka (Māori with tribal affiliations outside the Auckland region) at its core. The Disability Action Plan responds to the key directions identified in the Māori Plan through applying an intersectional lens, ensuring the needs of whānau hāuā are prioritised and addressed.

The Māori Plan 2017- Key Directions				
WHANAUNGATANGA Develop vibrant communities  <i>“A region that caters for diverse Māori lifestyles and experiences”</i>	RANGATIRATANGA Enhance leadership and participation  <i>“People engaged in their communities”</i>	MANAAKITANGA Improve quality of life  <i>“Satisfaction with our environments and standard of living”</i>	WAIRUATANGA Promote distinctive Identity  <i>“Recognised sense of identity, uniqueness and belonging”</i>	KAITIAKITANGA Ensure sustainable futures  <i>“Intergenerational reciprocity”</i>
Disability lens on the Māori Plan directions				
Whānau hāuā are safe and culturally connected to their communities. This includes fostering an accessible region that provides opportunities for connection with whānau, hapu and iwi and other community networks.	Whānau hāuā are empowered to actively participate in civic and democratic processes and are meaningfully involved in decision-making.	Whānau hāuā are healthy, supported and have equitable access to the resources and opportunities needed to live a good quality of life.	Whānau hāuā have access to the cultural, environmental and social spaces that nurture and promote wairuatanga which supports a sense of identity and belonging.	Whānau hāuā are kaitiaki of the environment and are actively involved in decision making solutions that support sustainable futures.



## Appendix 2:

### He aha te tikanga o te “universal design”?

## What does “universal design” mean?

Universal design is design for inclusivity and independence. A universal design approach recognises human diversity and designs for life scenarios, such as pregnancy, childhood, injury, disability and old age.

The following pages outline the seven principles and eight goals of universal design. Where possible, the Disability Action Plan aims to apply these principles and/or achieve these goals.



# The principles of universal design

The principles of universal design are an approach to design that considers people at all life stages, abilities and potential scenarios. They come from the Centre for Excellence in Universal Design (available at <https://universaldesign.ie/about-universal-design/the-7-principles>).

## **Principle 1: Equitable use**

The design is useful and marketable to people with diverse abilities

## **Principle 2: Flexibility in use**

The design accommodates a wide range of individual preferences and abilities

## **Principle 3: Simple and intuitive use**

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level

## **Principle 4: Perceptible information**

The design communicates necessary information effectively to the user, regardless of ambient conditions or the users sensory abilities

## **Principle 5: Tolerance for error**

The design minimises hazards and the adverse consequences of accidental or unintended actions

## **Principle 6: Low physical effort**

The design can be used efficiently and comfortably with a minimum of fatigue

## **Principle 7: Size and space for approach and use**

Appropriate size and space is provided for approach, reach, manipulation and use regardless of user's body size, posture or mobility

# The goals of universal design

The goals of Universal Design help us by providing a framework for designing with universal needs in mind to achieve social inclusion, health and wellbeing, and equity outcomes. They are described further in the Auckland Design Manual (available at <https://www.aucklanddesignmanual.co.nz/en/design-guidance/universal-design.html>).

## **Goal 1: Body fit**

Our design accommodates a broad range of people with diverse sizes and abilities

## **Goal 2: Comfort**

Our design accommodates a wide range of individual preferences and abilities

## **Goal 3: Cultural Appropriateness**

Our design respects and reinforces cultural values and the social and environmental context of a design project

## **Goal 4: Awareness**

Our design ensures critical information can be easily perceived

## **Goal 5: Understanding**

People know how to use our spaces because they are intuitive, clear, and unambiguous

## **Goal 6: Wellness**

Our design contributes to health promotion, avoidance of disease, and prevention of injury

## **Goal 7: Social Integration**

Our design treats all groups with dignity and respect

## **Goal 8: Personalisation**

Our design gives people opportunities for choice and the expression of individual preferences

## Appendix 3

### Ngā tūmahi kua oti

# Completed actions

The table below shows a list of actions that have been completed. It is current as of June 2025.

Domain	Action	Department
Buildings, Places and Spaces	Pre application advice	Building Consents
	Training for Building Control Staff	Building Consents
	Accessibility Audits	Building Consents
	Universal Design advice on Auckland Design Manual website	Building Consents
	Apply Auckland Libraries universal access principles	Community Wellbeing
	Investigate the integration of universal design into future development programmes.	Eke Panuku Development Auckland
	Identify appropriate stages in the asset planning process to include accessibility and universal design	Parks and Community Facilities
	Include Universal Design and accessibility considerations into capital expenditure	Parks and Community Facilities
Knowledge, communications and engagement	Improved accessibility in communication brief forms	Communications and Marketing
	Provide accessible formats for summary documents and ensure all long-form documents produced by our in-house studio are screen-readable	Communications and Marketing
	Ensure that the redevelopment of Auckland Libraries website is fully accessible	Community Wellbeing
	Continue Libby for Overdrive accessibility updates.	Community Wellbeing
	Discuss with Auckland Transport the findings of multi-language support research	Customer Experience and Digital Services
	Set up and update a Parks, Sport and Recreation landing page that contains information about accessible parks and open spaces	Parks and Community Facilities
	Grant funding through the waste minimisation and innovation fund	Waste Solutions
	Advocacy and support on government submissions	Waste Solutions
	Involve Disability Advisory Panel in Waste Solutions policy development	Waste Solutions



# Completed actions - continued

Domain	Action	Department
	Provide accessible communications for campaigns around service changes and new services in Waste Solutions.	Waste Solutions
	Provide accessible communications for policy consultations in Waste Solutions.	Waste Solutions
	Develop an accessible communications brochure for all waste services.	Waste Solutions
Event and Services	Develop a quick tip guide for improving accessibility of events	Communications and Marketing
	Provide assisted kerbside services for people who are unable to carry or lift bins to the kerbside.	Waste Solutions
	Contract waste services to a charity that provides employment opportunities to disabled people.	Waste Solutions
Our Workplace	Develop and implement processes to support achieving social outcomes	Customer Experience and Digital Services
	Improve accessibility of internal systems and processes	People Safety & Wellbeing
Transport	Audio on buses, whaikaha Māori.	Auckland Transport
	Accessible Parking Mapping online	Auckland Transport
	Homai Station level crossing removal (use of the 3D Model)	Auckland Transport
	Neighbourhood Bus Interchange- Mount Eden & Balmoral & Manukau & Greenlane	Auckland Transport
	Inspections of all new Electric Bus shipments into Auckland	Auckland Transport
	Wayfinding accessible pathways	Auckland Transport
	“Stop for Me, Speak to Me” bus video production and Ferry accessibility training videos developed.	Auckland Transport
	Pets on Public Transport and Assistance Dogs	Auckland Transport
	Provide accessibility training and awareness for Auckland Ferry staff.	Auckland Transport