

Plain text version of the Disability Action Plan

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

- Ngā Hapori Momoho outcome
 - All Aucklanders enjoy the essentials of a good life and fulfil their potential.
- 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.
- 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.

Whanaungatanga

- Ngā Hapori Momoho outcome
 - Aucklanders are connected and feel as though they belong.
- What does this outcome mean for Ngā Hapori Momoho?
 - 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.
- What does this outcome look like for the disability community?
 - Disabled people have strong relationships and connections and can fully participate in community and civic life. Barriers to participation and inclusion are minimised.

Kotahitanga

- Ngā Hapori Momoho outcome
 - All Aucklanders can participate and take collective action to meet common goals.
- What does this outcome mean for Ngā Hapori Momoho?
 - 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.
- What does this outcome look like for the disability community?
 - 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.

Kaitiakitanga

- Ngā Hapori Momoho outcome
 - Aucklanders are connected to and care for the environment.
- What does this outcome mean for Ngā Hapori Momoho?
 - 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 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.

The plan will:

- Increase whānau and community financial security by
 - playing our part in creating long-term, high quality employment opportunities for disabled people.
 - creating council workplaces that are inclusive of the needs of disabled kaimahi
- Improve health outcomes by

- designing our urban form so that it promotes accessibility and advances health and wellbeing outcomes.
- recognising 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.
- Enable local leadership and Innovation by
 - connecting, engaging, and supporting those in the disability community who are making positive contributions to their communities.
 - exploring new approaches to involve disabled communities in policy and decision-making at a local level.
- Increase access and participation by
 - ensuring council's public buildings and spaces are inclusive and accessible for everyone.
 - making information easily accessible, in a range of formats and places.
 - ensuring disabled communities have access to public transport options to get where they need to easily.
 - ensuring disabled people are actively involved in council decisions that impact them.
 - involving disabled individuals, groups and communities in civic and democratic processes.
- Grow community and intercultural connection by
 - supporting events, services and local spaces that support connection and belonging for disabled communities.
- Increase local climate resilience and sustainability by
 - supporting disabled communities to lead on initiatives that promote climate resilience and sustainability.
 - ensuring council's emergency management planning and responses consider the needs of disabled communities and information is accessible, including signage, website content and publications.

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.

Ngā Mātāpono Haumi

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.

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 fully participate in community and civic life.
2. **Knowledge, communication 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.

- 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 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

- 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.
 - a. Responsibility: Planning and Resource Consents
 - b. Status: Ongoing
- 1.2 Promote what council is doing well through the Auckland Design Manual and utilise external accessibility sector resources.
 - a. Responsibility: Planning and Resource Consents
 - b. Status: Ongoing
- 1.3 Ensure that all staff providing a design review service promote that principles of universal design into the design process.
 - a. Responsibility: Planning and Resource Consents
 - b. Status: Ongoing
- 1.4 Develop and implement triggers for inviting a universal design advisor to the Urban Design Panel meeting.
 - a. Responsibility: Planning and Resource Consents
 - b. Status: Ongoing
- 1.5 Review Universal Design Action Outputs annually.

- a. Responsibility: Planning and Resource Consents
 - b. Status: Ongoing
- 1.6 Facilitate the Universal Design Forum across council staff.
 - a. Responsibility: Planning and Resource Consents
 - b. Status: Ongoing
- 1.7 Collaborate with Ministry of Business Innovation and Employment (MBIE) on universal design guidance and amending the Building Code.
 - a. Responsibility: Building Consents
 - b. Status: Ongoing
- 1.8 Support information evenings in collaboration with MBIE
 - a. Responsibility: Building Consents
 - b. Status: 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.
 - a. Responsibility: Auckland Emergency Management
 - b. Status: Ongoing
- 1.10 Continue to develop accessible playgrounds in Auckland.
 - a. Responsibility: Parks and Community Facilities
 - b. Status: Ongoing
- 1.11 Commission park accessibility assessments annually for one park in each local board area, and once class 3 regional park.
 - a. Responsibility: Parks and Community Facilities
 - b. Status: In progress
- 1.12 Work with local boards to develop a proposal to include three accessible beach initiatives across the network
 - a. Responsibility: Parks and Community Facilities
 - b. Status: In progress
- 1.13 Apply universal design principles to all major upgrades and builds of aquatic and recreation facilities.
 - a. Responsibility: Pools and Leisure
 - b. Status: Ongoing
- 1.14 Undertake accessibility reviews of pools and leisure facilities to inform and plan improvements.
 - a. Responsibility: Pools and Leisure
 - b. Status: In progress
- 1.15 Incorporate universal design principles in the housing for older persons portfolio and services review.
 - a. Responsibility: Eke Panuku Development Auckland
 - b. Status: Ongoing

New actions since 2024

- 1.16 Provide internal accessibility assessments for parks and public places.
 - a. Responsibility: Parks and Community Facilities
 - b. Status: In progress
- 1.17 Ensure accessibility is incorporated into capital works in Waste Solutions.
 - a. Responsibility: Waste Solutions
 - b. Status: In progress
- 1.18 Install height-adjustable self-check units in libraries
 - a. Responsibility: Community Wellbeing
 - b. Status: In progress
- 1.19 Review accessibility of all five experience centres.
 - a. Responsibility: Environmental Services
 - b. Status: 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

- 2.1 Develop and implement disaster resilience strategies, in partnership with communities, that actively incorporate accessibility.
 - a. Responsibility: Auckland Emergency Management
 - b. Status: Ongoing
- 2.2 Include accessibility in the review of public alerting options and public communication channels.
 - a. Responsibility: Auckland Emergency Management
 - b. Status: In progress

- 2.3 Provide accessible communications training to various council departments.
 - a. Responsibility: Communications and Marketing
 - b. Status: Ongoing
- 2.4 Ensure that information on our website is easy to understand and use.
 - a. Responsibility: Customer Experience and Digital Services
 - b. Status: Ongoing
- 2.5 Hold trainings on different types of digital accessibility opportunities.
 - a. Responsibility: Customer Experience and Digital Services
 - b. Status: Ongoing
- 2.6 Continue to support assisted participation in Local Elections.
 - a. Responsibility: Governance and Engagement
 - b. Status: 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.
 - a. Responsibility: Tātaki Auckland Unlimited
 - b. Status: Ongoing

New actions since 2024

- 2.8 Provide photography to best represent disabled Aucklanders.
 - a. Responsibility: Communications and Marketing
 - b. Status: In progress
- 2.9 Update the accessible information and communications guidelines
 - a. Responsibility: Communications and Marketing
 - b. Status: Planned
- 2.10 Update Auckland Council's branded Microsoft Word templates
 - a. Responsibility: Communications and Marketing
 - b. Status: Planned
- 2.11 Produce a demographic profile of the disability community in Tāmaki Makaurau.
 - a. Responsibility: Policy
 - b. Status: In progress
- 2.12 Develop a pilot to support the disability community plan for climate disruption.
 - a. Responsibility: Policy
 - b. Status: In progress
- 2.13 Collaborate with disability communities to increase the inclusiveness of emergency readiness and response activities.
 - a. Responsibility: Auckland Emergency Management
 - b. Status: In progress

- 2.14 Review the accessibility and inclusion of Auckland Council-delivered education programmes.
 - a. Responsibility: Environmental Services
 - b. Status: Planned
- 2.15 Ensure the website Tiaki Tāmaki Makaurau | Conservation Auckland is accessible against the New Zealand Government Web Accessibility Standards
 - a. Responsibility: Environmental Services
 - b. Status: 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

- 3.1 Continue collaboration project with Blind Low Vision New Zealand.
 - a. Responsibility: Community Wellbeing
 - b. Status: On hold
- 3.2 Monitor and review accessibility outcomes of key projects and events for continued improvement.
 - a. Responsibility: Eke Panuku Development Auckland
 - b. Status: Ongoing
- 3.3 Support and improve accessibility across a range of major regional facilities.
 - a. Responsibility: Tātaki Auckland Unlimited
 - b. Status: In progress
- 3.4 Increase accessibility of information, ticketing, and programmes.
 - a. Responsibility: Tātaki Auckland Unlimited
 - b. Status: In progress

New actions since 2024

- 3.5 Develop and implement resilience projects with and/or for young disabled people, in partnerships with schools.
 - a. Responsibility: Environmental Services
 - b. Status: 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

- 4.1 Improve accessibility for the employee “journey” from recruitment to exit.
 - a. Responsibility: People Safety & Wellbeing
 - b. Status: Ongoing
- 4.2 Actively look for opportunities to employ disabled people.
 - a. Responsibility: Pools and Leisure
 - b. Status: On hold
- 4.3 Obtain a Rainbow Tick Accreditation for Pools and Leisure Centres.
 - a. Responsibility: Pools and Leisure
 - b. Status: In progress
- 4.4 Actively look for opportunities to employ disabled people.
 - a. Responsibility: Tātaki Auckland Unlimited
 - b. Status: On hold.

New actions since 2024

- 4.5 Promote accessibility within Council’s corporate workplaces.
 - a. Responsibility: Corporate Support Services
 - b. Status: Ongoing
- 4.6 Partner with socially conscious providers where possible for printing and distribution needs.
 - a. Responsibility: Corporate Support Services
 - b. Status: Ongoing
- 4.7 Improve access to resources, training and communities of practice through joining the New Zealand Disability Employer's Network.
 - a. Responsibility: People Services
 - b. Status: In progress
- 4.8 Work towards gaining the Accessibility Tick.
 - a. Responsibility: People Services

- b. Status: In progress
- 4.9 Improve the accessibility and user-centricity of Auckland Council's intranet homepage.
 - a. Responsibility: Communications and Marketing
 - b. Status: 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

- 5.1 Update the Accessibility Action Plan 2025-27 (version 4).
 - a. Responsibility: Auckland Transport
 - b. Status: Planned
- 5.2 Update the destination signage for buses impacted by City Rail Link (CRL) in accessible formats.
 - a. Responsibility: Auckland Transport
 - b. Status: 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.
 - a. Responsibility: Auckland Transport
 - b. Status: In progress
- 5.4 Provide training on universal design for Auckland Transport staff.
 - a. Responsibility: Auckland Transport
 - b. Status: In progress

- 5.5 Develop further accessibility training and awareness for Auckland Transport staff.
 - a. Responsibility: Auckland Transport
 - b. Status: Ongoing
- 5.6 Construct four new electric ferries (with accessibility components).
 - a. Responsibility: Auckland Transport
 - b. Status: In progress
- 5.7 Develop Customer Relationship Management (CRM) and Artificial Intelligence (AI) reporting to improve visibility and responses to accessibility issues.
 - a. Responsibility: Auckland Transport
 - b. Status: 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.
 - a. Responsibility: Auckland Transport
 - b. Status: In progress
- 5.9 Provide te reo Māori translations in support for the New Zealand Sign Language pilot.
 - a. Responsibility: Auckland Transport
 - b. Status: 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.
 - a. Responsibility: Auckland Transport
 - b. Status: 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.
 - a. Responsibility: Auckland Transport
 - b. Status: In progress
- 5.12 Regularly inspect the bus fleet, including for accessibility.
 - a. Responsibility: Auckland Transport
 - b. Status: Ongoing
- 5.13 Promote bike riding through the Inclusive Cycling project, which seeks to reduce barriers to cycling for disabled people.
 - a. Responsibility: Auckland Transport
 - b. Status: In progress
- 5.14 Complete the Total Mobility annual survey.
 - a. Responsibility: Auckland Transport
 - b. Status: Ongoing

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

Belonging and Participation outcome: All Aucklanders will be part of and contribute to society, Access opportunities, and have the chance to develop their full potential.

- Direction 1: Foster an inclusive Auckland where everyone belongs
- Direction 2: Improve health and wellbeing for all Aucklanders by reducing disparities in opportunities
- Focus Area 1: Create safe opportunities for people to meet, connect, participate in, and enjoy community and civic life
- Focus Area 2: Provide accessible services and social and cultural infrastructure that are responsive in meeting people’s evolving needs
- Focus Area 3: Support and work with communities to develop the resilience to thrive in a challenging world
- Focus Area 4: Value and provide for Te Tiriti o Waitangi/The Treaty of Waitangi as the bicultural foundation for an intercultural Auckland
- Focus Area 5: Recognise, value and celebrate Aucklanders’ differences as a strength
- Focus Area 6: Focus investment to address disparities and serve communities of greatest need
- Focus Area 7: Recognise the value of arts, culture, sports and recreation to quality of life

Alignment to Māori Outcomes – Kia Ora Tamaki Makaurau

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.

Kia Ora Tāmaki Makaurau Mana Outcomes:

- Papakāinga and Māori Housing /Kia Ora te Kāinga

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

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
 - *“A region that caters for diverse Māori lifestyles and experiences”*
- RANGATIRATANGA - Enhance leadership and participation
 - *“People engaged in their communities”*
- MANAAKITANGA - Improve quality of life
 - *“Satisfaction with our environments and standard of living”*
- WAIRUATANGA - Promote distinctive Identity
 - *“Recognised sense of identity, uniqueness and belonging”*
- KAITIAKITANGA - Ensure sustainable futures
 - *“Intergenerational reciprocity”*

Disability lens on the Māori plan directions:

- For Whanaungatanga: 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.
- For Rangatiratanga: Whānau hāuā are empowered to actively participate in civic and democratic processes and are meaningfully involved in decision-making.

- For Manaakitanga: Whānau hāuā are healthy, supported and have equitable access to the resources and opportunities needed to live a good quality of life.
- For Wairuatanga: Whānau hāuā have access to the cultural, environmental and social spaces that nurture and promote wairuatanga which supports a sense of identity and belonging.
- For Kaitiakitanga: 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.

Buildings, Places, and Spaces domain:

- Pre application advice
 - Department: Building Consents
- Training for Building Control Staff
 - Department: Building Consents
- Accessibility Audits
 - Department: Building Consents
- Universal Design advice on Auckland Design Manual website
 - Department: Building Consents
- Apply Auckland Libraries universal access principles
 - Department: Community Wellbeing
- Investigate the integration of universal design into future development programmes
 - Department: Eke Panuku Development Auckland
- Identify appropriate stages in the asset planning process to include accessibility and universal design
 - Department: Parks and Community Facilities
- Include Universal Design and accessibility considerations into capital expenditure
 - Department: Parks and Community Facilities

Knowledge, Communications, and Engagement domain:

- 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
 - Department: Community Wellbeing
- Continue Libby for Overdrive accessibility updates.
 - Department: Community Wellbeing
- Discuss with Auckland Transport the findings of multi-language support research
 - Department: 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

- Department: Parks and Community Facilities
- Grant funding through the waste minimisation and innovation fund
 - Department: Waste Solutions
- Advocacy and support on government submissions
 - Department: Waste Solutions
- Involve Disability Advisory Panel in Waste Solutions policy development
 - Department: Waste Solutions
- Provide accessible communications for campaigns around service changes and new services in Waste Solutions.
 - Department: Waste Solutions
- Provide accessible communications for policy consultations in Waste Solutions.
 - Department: Waste Solutions
- Develop an accessible communications brochure for all waste services.
 - Department: Waste Solutions

Events and Services domain:

- Develop a quick tip guide for improving accessibility of events
 - Department: Communications and Marketing
- Provide assisted kerbside services for people who are unable to carry or lift bins to the kerbside.
 - Department: Waste Solutions
- Contract waste services to a charity that provides employment opportunities to disabled people.
 - Department: Waste Solutions

Our Workplace domain:

- Develop and implement processes to support achieving social outcomes
 - Department: Customer Experience and Digital Services
- Improve accessibility of internal systems and processes
 - Department: People Safety & Wellbeing

Transport domain:

- Audio on buses, whaikaha Māori
 - Department: Auckland Transport
- Accessible Parking Mapping online
 - Department: Auckland Transport
- Homai Station level crossing removal (use of the 3D Model)
 - Department: Auckland Transport

- Neighbourhood Bus Interchange- Mount Eden & Balmoral & Manukau & Greenlane
 - Department: Auckland Transport
- Inspections of all new Electric Bus shipments into Auckland
 - Department: Auckland Transport
- Wayfinding accessible pathways
 - Department: Auckland Transport
- “Stop for Me, Speak to Me” bus video production and Ferry accessibility training videos developed.
 - Department: Auckland Transport
- Pets on Public Transport and Assistance Dogs
 - Department: Auckland Transport
- Provide accessibility training and awareness for Auckland Ferry staff.
 - Department: Auckland Transport