

Accessibility survey

Introduction

The Far North District Council, Kaipara District Council, Whangarei District Council and Northland Regional Council want to make Te Tai Tokerau (Northland) a better place to live, work and play in for everyone.

We need your help to make a strategy (plan) that will make Te Tai Tokerau communities more accessible communities.

An accessible community (hapori) is where everyone:

- has rights
- is treated with dignity and respect,
- can access all places, activities, services and information easily and with dignity.

People who have access needs include:

- disabled people
- people with health conditions
- older adults/kuia and kaumatua
- children/tamariki and mokopuna
- people with language difficulties.

This survey

This survey is the first step in planning how to make Te Tai Tokerau more accessible to everyone. Your answers will help your local council understand how well they are working for people with access needs.

We will use your answers to:

- understand what the important issues are
- decide what other questions we need to ask our community (hapori)
- help to write our strategy.

A report about the survey feedback may be made available on the Office for Disability Issues and LGNZ websites, but no one will be identified.

What else do I need to know?

There are 21 questions in this survey, and you do not have answer all the questions. Do not include any personal or client information.

It is ok to ask someone you know for support to fill in this survey.

The survey closes Friday 11 December 2020.

Privacy and confidentiality

The rules of the Privacy Act will be followed, when we use and report information from the survey. We will make sure no one person or their information is able to be identified.

If you would like to hear about the results of the survey, at the end of this survey please provide us with your contact information or follow us on social media to keep updated.

1. Which is your local district council?

Please select only one item

Far North District Council

Kaipara District Council

Whangarei District Council

2. Are you answering as an individual, whānau, or on behalf of an organisation?

Please select only one item

Individual

Organisation

Whānau (family)

3. Please tell us about your access need

Please select all those that apply

I have no disability or access needs

I have a mobility impairment

I have a sensory (vision and/or hearing) disability

I have a cognitive disability, e.g. learning disability, brain injury

I have communication support needs e.g. dyslexia, English is not my first language

I care for a person with an access need

Other or comment:

Leadership – Rangatiratanga

Councils are leaders in their communities and play a role in helping and encouraging other people, businesses and groups to be more accessible. We want to know if you think your local council is a leader on accessibility issues.

For example:

- councils can encourage local businesses to do more than what they are required to do by law
e.g. equitable employment
- councils can also be a role model for others e.g. using suppliers that have strong disability policies.

4. How well do you think your council supports accessibility?

Please select only one item

Not good

Ok – could be better

Good

Excellent

I don't know

5. How does your local council show leadership and influence in promoting a culture which says accessibility is important?

For example:

- accessibility is considered in all areas of governance
- people with access needs are engaged to provide necessary advice
- people with access needs are employed in areas of leadership
- people with access needs are 'at the table' when significant decisions are made.

Please add comments

Participation – Whai Wāhi

Being able to participate and contribute is essential for wellbeing.

Councils regularly consult and engage with their communities on decisions that affect them – this is called civic engagement. This helps councils to understand what communities think about their policies, plans and other things that council would like to do.

Reducing barriers to participation and access to civic engagement is important. Everyone should have the same access and participation at all levels of civil society, including being able to vote in local elections.

6. Have you participated in your council's consultation and engagement activities?

Please select only one item

Yes

No

7. How accessible do you find your council's consultation and engagement practices?

Please select only one item

Not good

Ok – could be better

Good

Excellent

Access to information and services – pāronga me te ratonga

Everyone has the right to understand council information and the services they provide. This can include the provision of accessible online content, New Zealand Sign Language (NZSL) videos, Easy Read, Large Print, Braille, captioning, translations etc.

It is important that information and communications are easy to access in formats and languages that people can understand to help eliminate barriers to participation. For example, website accessibility

8. How easy is it to find your council's information and services?

Please select only one item

- Not good
- Ok – could be better
- Good
- Excellent

9. Are you able to access the information and services that are important to you?

Please select all that apply

- Information is provided in accessible formats
- Frontline staff have appropriate training
- Access arrangements for events are clear from the advertising
- None of the above

Comments

Customer service – Ratonga a Kiritaki

10. How would you rate your experiences in interacting with your council and council staff?

Please select only one item

Not good

Ok – could be better

Good

Excellent

Comments

Transport – Riuā

Accessible transport allows residents and visitors to easily move around the community (hapori), to engage, participate and go about their daily lives, and to feel safe doing so.

An example of a new element of tension in some districts is footpath crowding, and e-scooters and other small transport devices creating safety risks.

11. How easy is it for you to get from place to place?

Please select only one item

Very hard

Hard

Not too hard

Easy

Very easy

12. How well do you think your council is supporting the provision of accessible transport options, including parking?

Comments

Built and public spaces – Ngā whare me ngā wāhi hapori

Accessible built and natural environments enable people with access needs, including children and older adults, to feel welcome, and to participate in work, entertainment, democratic participation, social interaction, exercise, cultural and economic activities, etc.

13. How accessible do you think the built spaces in your council area are?

Please select only one item

- Not good
- Ok – could be better
- Good
- Excellent

Comments

14. Do you have experience with disabled children in your district?

Please select all that apply

- Yes, I am under 16 and have a disability
- Yes, I work with disabled children
- Yes, I interact with disabled children
- Yes. I have disabled children under my care
- No, not really

15. How accessible are the public spaces, including for disabled children, in your district?

Please select only one item

- Not good
- Ok – could be better
- Good
- Excellent

Comments

16. How well do you think your council is doing to increase accessibility in the following areas?

Please rate each option with the following:

1 Not good 2 Ok – could be better 3 Good 4 Excellent 5 I don't know

- Events
- Cultural activities
- Sport and recreation programmes
- Footpaths
- Building entranceways
- Accessible signage (e.g. of public buildings, spaces and maps)
- Local natural environments and parks (including water-based environments e.g. boat ramps, beaches etc.)
- Environmental community (hapori) groups and education activities
- Public toilets
- Buildings and other built features

Resilience and inclusive communities – Ngā hapori kotahi me te manawaroa

A resilient community (hapori) is one that can “bounce back” from disaster or crisis, by coming together and rebuilding physically and economically.

In communities with a strong sense of connection and inclusiveness:

- people with access needs feel safe
- there are high levels of trust and understanding
- there is a shared sense of pride in being part of a culturally rich and vibrant community (hapori).

17. How resilient do you think your community (hapori) is?

Please select only one item

- Not good
- Ok – could be better
- Good
- Excellent

18. There have been three significant events in Northland so far this year: drought/water shortages, COVID-19 and the July floods.

If you were affected by these events, were you able to access adequate safety information about what you needed to do and how?

Please select only one item

- No not at all
- Sometimes
- Mostly
- Always

Comments

19. Do you feel safe in your community (hapori)?

Please select only one item

No not at all

Sometimes

Mostly

Always

Comments

20. Are you happy with how your council is providing places for reporting incidents such as hate crime, harassment, teasing or bullying?

Please select only one item

Yes

No

Comments

Your contact details

If you are willing to be contacted personally about this survey and the accessibility strategy that will be written, please provide your contact details.

Name:

Phone:

Email:

Please select your preferred form of contact

Phone (Text)

Phone (Call)

Email

Thank you for completing this survey. Your assistance is greatly appreciated.

You can return your survey by:

- dropping your completed survey off at your local council library or customer service centre
- scanning and emailing to mailroom@wdc.govt.nz
- posting to your local council:

Whangarei District Council, Private Bag 9023, Whangarei 0148

Kaipara District Council, Private Bag 1001, Dargaville 0340

Far North District Council, Memorial Avenue, Private Bag 752, Kaikohe, 0440