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Analysis of Feedback from People with a Disability, their Families, Carers and Service Providers

Christchurch City Council Disability Policy

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This report is an analysis of the feedback that has been received from people with disabilities, their families, carers and service providers in the disability community. These views were obtained as part of the development of the Christchurch City Council Disability Policy.

Background

The project team for the development of this policy has been trying to find out:

- How easily people with disabilities can access Council services and facilities.
- How the Council can provide better services, facilities and information.
- How to make sure the disability community can contribute to decision-making.
- How the Council could work in partnership with the disability community.

People with disabilities, their families and carers were able to give their views using a range of formats:

- (a) They were able to complete a survey on paper, website or tape.
- (b) Have a home interview, or
- (c) Attend specific focus groups for people with disabilities and families/carers.

Service Providers, working in the wider disability community, were given two opportunities to participate. They were asked to complete a Service Provider Survey sent to them in early August or to attend a focus group specifically for these staff.

In July/August 2000 reply slips were sent out to over 115 organisations inviting people to participate in these processes. Articles were also placed in community newspapers and the City Scene. To date an estimated:

- 90 people with disabilities, family members and carers have completed surveys.
- 20 people had home interviews, 22 service providers returned their surveys and 15 people participated in focus groups.

The policy unit has also obtained internal feedback from CCC staff. Overall we have received feedback from most sectors of the disability community.

The Scope for the Christchurch City Council Disability Policy

This analysis refers to the 'wider disability community'. I have recommended to the project team that this include: -

A person with a disability who has identified as having a physical, intellectual, sensory or age-related disability or mental illness (or a combination of these) that is likely to continue for a minimum of six months, and results in a reduction of independent function to the extent that ongoing support is required (Source: Health Funding Authority).

I have also suggested the use of the Social Model of Disability as the philosophy underpinning this policy. Historically we have used the “Medical Model of Disability”, which considers disability as a personal problem to be fixed.” (Making a World of Difference: The New Zealand Disability Strategy Discussion Document, 2000, p. 1).

The social model of disability aims to remove barriers in the social and physical domains that prevent people with disabilities from participating and contributing fully to community life.

I have recommended the use of this model because I feel it has a very practical application for Council staff. Essentially the key aim of the Disability Policy should be to get staff to identify and remove barriers that may prevent people with disabilities gaining full access to Council services and facilities.

Analysis of Feedback from People with a Disability, their Families, Carers and Service Providers

The following analysis includes a summary of the feedback that has been received.

This includes feedback to questions like: -

- What are the positive aspects of accessing Christchurch City Council services and facilities ?
- What could the Council do to make it easier for people with disabilities to access information ?
- What council decisions have been made without getting the views of the wider disability community ?
- How could Council improve the way it finds out the views of the wider disability community ?
- What could Council do in partnership with wider disability community ?

I have also completed an analysis of feedback about specific services and facilities. With each service or facility I have identified barriers and solutions that respondents provided. Hopefully this will be a practical tool for staff.

The key barriers that have been identified by respondents relate to Physical Access, Service Access, Information Access and Communication Access. Under each of these headings, I have listed the services or facilities in the order of priority identified by the respondents. For example, under Physical Access the highest number of respondents identified barriers with footpaths and the lowest number, with Waterways and Wetlands. I have also tried to divide the feedback received from people with disabilities, their family members and carers, service providers, through home interviews and groups. At this point I would like to thank Mary Richardson, Allison Franklin and Rodger Alexander who have helped with this task.

Recommendations

I believe that the Christchurch City Council needs to develop a policy and background information that:

- (a) Highlights the key barriers to people with disabilities accessing Council services and facilities.
- (b) The services, facilities and sectors of the disability community barriers relate to, and
- (c) Possible solutions.

I would also suggest that there needs to be further consultation with the disability community once a draft policy and background information has been written. In particular, people with an intellectual disability, those with a mental illness, refugee and migrant communities, Maori and Pacific Island people need further consultation.

I feel that a few key strategies would resolve many of the barriers identified in this report:

1. Consulting with representatives of the wider disability community in the initial planning and design stages of major projects involving physical access provision. The specific aim of this consultation should be to identify potential barriers to full participation.
2. Including the identification of potential barriers for the wider disability community, as part of the ongoing planning framework for all Christchurch City Council services and facilities.
3. Development of reference group/s consisting of representatives of the wider disability community, who meet with City Council staff on a regular basis to discuss issues and potential barriers. In particular, I feel that this would really help to resolve many of the barriers identified that relate to physical access. Reference groups should involve:
 - Those representing people with physical, intellectual, sensory, age-related disabilities, vision impairment, blindness, the deaf community and mental health needs.
 - Representatives such as people with disabilities, family members, staff of services working in the disability community and external expertise that may be required (eg. A Barrier Free Auditor).
4. Employing a disability educator/adviser within the Council, whose role is to co-ordinate staff training, provide advice about consultation with the wider disability community and the elimination of barriers.
5. Development of resource information for Council staff to enhance their awareness and understanding of potential barriers, appropriate consultation processes, available networks and strategies to integrate the needs of the disability community into services and facilities.
6. Provision of information about Council services and facilities in alternative formats that are easier for the wider disability community to access: –
 - On cassette tape, website, teletext (Page 299), message services, subtitles for CCC TV advertising.
 - The use of large print, simple language, diagrams and pictures.
 - More use of Radio, City Mail, City Scene, an information line and written commentaries.
 - Providing information to and contacting people through disability community service providers.
7. Advertising a range of contact points for key staff and units on all information relating to the Council. For example, listing key telephone, fax, text messaging or TTY numbers and email addresses in the telephone directory, on letters and other information sent out into the community.
8. Development of an incentive fund to encourage Council units to find solutions that remove the identified barriers.

Grant Cleland
Creative Solutions

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Analysis of Feedback from People with a Disability, their Families, Carers or Service Providers

What are the positive aspects of accessing Christchurch City Council services and facilities ?

Feedback from people with disabilities, their families and carers:

Common Themes

1. Access to Library.
2. Kiwiable Leisure Card.
3. Summertime Festivals.
4. Centennial Pool
5. Kiwiable Coordinator.
6. Mobility car parks for people with disabilities.
7. Friendly service.
8. Low floor buses without steps.

Other Themes

- When accessibility is corrected it can be awesome.
- Employees within the city council are very helpful.
- Consultation with the blind. Deaf member on youth council.
- Creating child friendly environments.
- Low floor buses beat the loneliness, expanding bus services for people with disabilities.
- As buildings are up-graded facilities for people with disabilities are improving in quality and standard.
- All CCC facilities and services are of a high standard.
- CCC is prepared to discuss issues, listens to requests, pleasant friendly quick response to phone call.
- Footpaths being progressively upgraded.
- Convention Centre, walkways, transport, rates, affordable parking buildings, tactile buttons on pedestrian crossings, good access, toilets and parking at Town Hall.
- They are building more flats for people with disabilities.
- Clean water and good rubbish disposal including recycling.
- Automatic doors with delay are excellent, good wheelchair access around city.
- Low floor buses without steps, being able to participate in society.
- Some roading improvements have been excellent (eg. Outside schools).
- We regularly use council facilities as part of our recreation activities and have experienced no difficulties.
- Have helpful interested staff
- Very satisfied overall.

What are the positive aspects of accessing Christchurch City Council services and facilities ?

Feedback from people with disabilities, their families and carers:

Other Themes (Continued)

- Home Interviews - Some respondents were very satisfied "overall". Facilities like the special needs swings in the Botanical Gardens, tactile and audible traffic light (pedestrian) signals, "wonderful" library services, daffodils in Linwood Ave, good roading in some areas, and good wheelchair access in some places.
- Focus Group (Deaf Community) – Interpreters during some Summertimes events, asking the Deaf community questions about the disability policy, CCC staff take people in CCC flats on excursions (eg. Visits), some videos with subtitles and these are free, the library has a TTY but this is not advertised or in use, good that we can ask for help – lots of services, library is good, buses with the low steps, ramps into new buildings, happy with the Mayor and Deputy Mayor – they are very supportive, helpful and approachable.
- Focus Group (People with disabilities):
 - Great improvement on Lincoln Road with cycleways. Just excellent. A great job.
 - Cycle stands outside BNZ and on Oxford Terrace can easily be locked and there should be more like this.
- Focus Group (Family members/carers):
 - Service centres have helped considerably making easy access to council services.
 - Community Service Centres are great and could be further developed to allow space for support organisations to have meeting space.
 - New facilities such as the Westpac Trust Centre and Pioneer Stadium are really great and accessible, user-friendly for the majority of people.

What are the positive aspects of accessing Christchurch City Council services and facilities ?

Feedback from Service Providers working in the Disability Community:

Common Themes

1. Centennial Pool.
2. Kiwiable Leisure Card.
3. Kiwiable Coordinator .
4. Summertimes Festival .
5. Access to Library.
6. Mobility carpark for people with disabilities.

Other Themes

- Willing to communicate and ask others to offer opinions and suggestions.
- Prompt response to requests, commitment to engage in discussion.
- Council Housing accepting of people with disabilities.
- Better connection through Orbitor Buses.
- Awareness and consultation.
- Good advertising and clear marking of parks and seats at events.
- Communicating at local level.
- Consideration of the needs of the disability community.
- Library - I am most grateful for the assistance that I receive with regard to concession for customers with mental illnesses. Free reservation and loan period of eight weeks is a great help.
- Transport – low buses are great – more please.
- Christchurch City Housing Team easy to work with.
- Draft documentation for recreation and sport strategy is great – need to be in contact with agencies to make strategies work.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>1. <u>Physical Access</u></p> <p>Footpaths</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Too many crossings have difficult lips. • Footpaths rough, uneven with potholes, not friendly for people with mobility difficulties – those using wheelchairs, scooters, canes (12). • Footpaths not broad enough for scooters. • No paved footpaths in parks. • Footpaths not wide enough (2). • Roads, footpaths – some intersections have no dips down to allow chairs to cross, others the gradient down/up is too steep (Wheelchair tipped over), still others have awkward lips. • Broken glass on footpaths. • Sandwich Boards/Shop signs in the middle of the footpaths. • Not good for people that use scooters. • Sandwich boards and uneven. • Poorly maintained. • Inspection panels sometimes left uncovered. • Sandwich boards, potholes, bikes left on the footpath. • Need to be maintained in the less affluent suburbs. • Skate boarders on footpaths, uneven and in poor states. • Roads and footpaths difficult to negotiate in a motorised wheelchair, road resealing creates a lip. • Footpaths - not always clear of obstacles or even. • Footpaths not suitable for wheelchairs - too narrow and rough. • Many kerbs still need lowering for wheelchair travel. • The footpath on Tennyson St is dangerous to anyone with mobility or vision impairments. • Cars parked across the footpath - struggle to get out onto the road. • Hard to get from footpath to road over ridges in wheelchair. • No footpath in some sections of New Brighton Rd. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Intellectual disability. • Age-related disability. • Mental Illness. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Footpaths</p>	<p>People with disabilities, their families and carers (Continued):</p> <ul style="list-style-type: none"> • Footpath problems of sandwich boards, rubbish bins, overhanging trees, bushes, tables and chairs, music shop displays (2). • Getting stuck in cobblestones. • <u>Home Interviews (People with vision impairment):</u> <ul style="list-style-type: none"> □ Sandwich boards on footpaths was a major concern. These are often placed haphazardly, and make it difficult for a person who is sight-impaired to negotiate, even with a guide dog. Other obstacles such as bicycles thrown down on footpaths outside shops were also mentioned. □ Footpaths rated several mentions in terms of being uneven and too narrow (some people had fallen on them). □ Wide/deep gutters were difficult to cross for this group, and were also mentioned by respondents with physical disabilities. □ Overgrown trees, etc causing difficulties for people who are blind or have partial sight. • <u>Home Interviews (People with physical disabilities)</u> – Footpaths were mentioned often. Problems included: <ul style="list-style-type: none"> □ A lack of maintenance (which was perceived to be worse in less affluent suburbs). □ Not wide enough for some wheelchairs and mobility scooters. □ Obstructions such as sandwich boards and bikes, falling over tree roots etc. □ Footpaths were non-existent in some areas (New Brighton Rd, Avonhead Road). □ Inspection panels left off creating a hazard, especially for people with little or no sight, □ Some cambers too steep. • <u>Focus Group (Deaf Community):</u> <ul style="list-style-type: none"> □ The bumps on footpaths make it really difficult for deaf with physical disabilities or who are elderly. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Intellectual disability. • Age-related disability. • Mental Illness. • A combination of these.

Need	Identified Barrier & Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Footpaths</p>	<p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Camber too steep at some places, not wide enough in some places, need to be advised when streets under repair so can avoid. • Footpaths - many need repair work however roadworks outside Step Ahead have prevented many consumers from accessing our services. • Footpaths – special attention needed in area moving from footpath to road in crossing areas, elimination of potholes. • Community Housing (Brougham St, Fletcher Pl.)-Footpaths uneven. • Footpaths – uneven and pot holed, hard for wheelchairs. • Pot holes and uneven surfaces on roads and footpaths. • Skateboarders and scooters dangerous on footpaths – people with disabilities can't get out of the way quickly. <p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Keep footpaths maintained – (12). • Upgrade the footpaths/guttering, User friendly tiles on footpaths. • Progressively upgrade, Wider footpaths. • Rebuilding of kerbs, footpaths, channels and streets with the disability community in mind. • Keep footpaths clear of parked cars, cyclists, skate boarders, scooters and billboards. • Road access onto footpaths from bridges and walkways. • Keep up improvement programmes for inspection of footpaths/roadways. • Set some policy on sandwich boards and their placement and make sure that it is enforced. • <u>Home Interviews (People with vision impairment)</u> – Respondents felt that by-laws should be tightened to ensure that businesses illegally displaying these boards should be prosecuted. • <u>Focus Group (Deaf Community)</u> - Improve the footpath so that these are more even and have fewer bumps. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Intellectual disability. • Age-related disability. • Mental Illness. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Carparking</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Not enough car parking for people with disabilities (11). • People with disabilities cannot assume that parking or toilet facilities will be adequate. • No parking near door of Library. • Parking meters in the middle of the footpath – Cambridge Tce, Cashel and Montreal Street. • Find difficult and feel insecure in Carparking buildings. • It would be good to be able to drive into sports ground to watch family from the car. Not enough parking. • Jellie Park – no suitable changing facilities, limited parking. • People <u>without</u> disabilities parking in mobility parks. • Every 3-4 weeks I have a blood transfusion at Christchurch Public Hospital which takes 6-8 hours, at \$1.50 an hour it becomes very expensive. Should have chits allowing for free parking. • Parking too close to walkway entrances making access difficult. • Mobility parks not adequately policed. • Screen too high on new electronic parking meters – hard to read. • Parking at hospital is difficult when attending for 4-5 hours, tickets. • Parking not good in malls. • CCS giving out to many mobility cards. • Mobility parks too narrow. • Not enough parking at events. • Not enough carparks and too short amount of time. • Not enough carparks – Hospital a nightmare. • Cars parked over footpath, people with disabilities forced on road. • Too narrow. • Jellie Park. Town Hall - Car parks too narrow and not policed. • Problems when people park too close to mobility parks - difficulty getting back into car. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • An injury or illness, and • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Carparking</p>	<p><u>People with disabilities, their families and carers (Continued):</u></p> <ul style="list-style-type: none"> • <u>Home Interviews (People with physical disabilities)</u> - A lack of mobility car parks in the central city and the poor policing of the ones provided was a major concern. Three problems: <ul style="list-style-type: none"> □ Able bodied people using the spaces, and □ People parking too close to the cars parked in mobility parks, making it difficult for people to get into their cars. □ The new electronic meters were difficult for some people to manage, being quite high, and requiring a degree of manual dexterity. <p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Recreation services – lack of parking. • Access ramp too steep in Farmers car park, increased lighting, lifts needed on each floor. • Speed of vehicles in car parks concern for people with disabilities, judder bars on the road but not the pedestrian oriented car parks. • Parking and access to facilities needs to be surveyed for stairs and lift access. • We purchased parking coupons for building by hospital and they have been refused and questioned. • Parking at hospital is very expensive if there for a long time - we didn't qualify for any concessions – need a good way to make it more affordable for sick people. • See Pedestrian Strategic document for our input. • Washington way – angle parking would enable more people to find parks, make it one way and park on both sides. • Car parking outside SES, cnr of Fitzgerald and Armagh. We have Mobility parking at the rear of building, however clients cannot access through rear due to security concerns. No designated parks at Armagh St entrance. • More and bigger Mobility parks needed, and to be policed. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • An injury or illness, and • The Deaf community. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Carparking</p>	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • More mobility car parks. • Wider car parks. Correct size and number of accessible car parks in all parking buildings and car parks especially the CCC carpark on Tuam Street. • Have more Mobility parking, especially in central city, monitoring cars on the footpath, enforcing the laws, feedback on how to resolve issues. • Lower height of parking meters and public telephones. • Monitoring parking for people displaying a mobility card. • Good parking at Town Hall and near the front door of the Library. • Parking at sports ground to watch family from the car. • Affordable parking buildings. • Make affordable parking at the hospital for people with disabilities. • Washington way – angle parking. • Improved car parking near SES. • Audit lift access for people with disabilities in carpark buildings. • Judder bars in pedestrian car parks. • Increased lighting in car parks. • Improve parking at recreation services - Jellie Park, Events, • More policing of Mobility Car parks. • A register of car parks for people with disabilities. • Better vigilance of who parks in mobility parks. • <u>Home Interviews (People with physical disabilities):</u> <ul style="list-style-type: none"> □ People would like more information (in a booklet or phone line) on where these car parks are located, and would like to see more of them close to Cathedral Square. □ Also free parking at Christchurch Hospital was mentioned, especially for patients requiring to be there for long periods of time (up to eight hours) and who were unable to walk as far as the parking building. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • An injury or illness, and • The Deaf community. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Carparking</p>	<p><u>Solutions Recommended by Respondents (Continued):</u></p> <ul style="list-style-type: none"> • <u>Focus Group (Deaf Community)</u> <ul style="list-style-type: none"> □ CCC car parks – Ticket people who tell you where to park can't be understood. □ All booths need digital screens to say how much it costs to park in the area. □ Be more consistent with markings in car parks. □ There needs to be better parking availability around CCC facilities. • <u>Focus Group (Family members/cares)</u> - There needs to be more mobility parking spaces close to CCC facilities, city and suburban malls. Also closer policing of the parking spaces with real action being taken. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • An injury or illness, and • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Pedestrian Crossings Traffic Management</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Inadequate time to make crossing at the lights and to alert motorists to people with disabilities crossing roads. • Not enough pedestrian crossings or in the right place. • Pedestrian crossings are dangerous especially Manchester – Lichfield Street crossing. • Tuam, Lichfield, Hereford Streets traffic signals not all tactile and not all work. • Motorists don't always stop and it makes a pedestrian nervous. • Pedestrian crossings being sacrificed for the motorists. • Horrified at the number of people who don't stop. • Lincoln Rd - Addington crossings – don't work • Insufficiently low kerb at intersection crossing - too many to identify. • Not enough time to cross roads (2) • Pedestrian lights change too fast - a case of the quick & the dead. • Cars not giving way to wheelchairs. • Crossing the road is difficult. • Difficulty seeing traffic lights. • Buzzing makes me feel safe. • Pushing a wheelchair is difficult across Mafeking Street because the pavement are not lowered, could the pavements be lowered. • Unsafe crossing at Kerrs-Buckleys Rds - half crossing very dangerous. • Put in new traffic controls without consulting with the disability community. This endangers the lives of the people with disabilities (eg. Kerrs Rd intersection). • <u>Home Interviews (People with vision impairment):</u> <ul style="list-style-type: none"> □ Pedestrian crossings and traffic light crossings were another major concern. It was considered that not enough crossing were provided in some areas (e.g. Papanui Road – two people mentioned this area) and that at controlled intersections insufficient time was given to allow safe crossing. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Intellectual disability. • Vision impairment or blindness. • Age-related disability. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Pedestrian Crossings Traffic Management</p>	<p><u>People with disabilities, their families and carers (Continued):</u></p> <ul style="list-style-type: none"> • <u>Focus Group (Deaf Community):</u> <ul style="list-style-type: none"> □ Too many deaf people don't know that pedestrian crossing buttons vibrate. □ There is no crossing near Ferry Road CCC flats/bus stop. It is dangerous to get across the street. <p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Pedestrian crossings at traffic lights not enough time for people with disabilities to get across safely, slow moving people can't make it to these new islands. • Pedestrian areas that are slippery when wet. • All need noise so sight impaired know when to cross, variation of footpath texture to indicate they have reached the footpath. • Lights – needed for blind on busy streets/crossings. • Traffic Management - not enough time allowed for some people with disabilities to cross diagonal crossings. • Not long enough for people with disabilities to get across. • High density traffic on corner dangerous for people with disabilities. • <u>Focus Group (Service Providers)</u> – Crossing at lights – short time and difficult for the elderly and other groups- lights at crossings don't change without pedestrians pushing the button. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Intellectual disability. • Vision impairment or blindness. • Age-related disability. • The Deaf community. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Pedestrian Crossings Traffic Management</p>	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • More pedestrian crossings. • Adequate time to make crossing at the lights, alert motorists to people with disabilities crossing roads. • Special attention needed in area moving from footpath to road in crossing areas-elimination of pot holes. • Pedestrian crossings needed between Blighs Rd and Innes Rd. • Filling pot holes, better style of guttering at pedestrian crossings. • Tactile buttons on pedestrian crossings. • Crossings need accessible controls – lowering at the lights. • Pedestrian crossing need audible signals. • Lowering kerbs and traffic light controls. • Consult with disability community before put in new traffic controls. • Please have a good look at the traffic problems in Waitakiri Drive. • <u>Home Interviews</u> - More crossings provided in some areas (e.g. Papanui Road – two people mentioned this area) and more time to allow safe crossing at controlled intersections. • <u>Focus Group (Deaf Community):</u> <ul style="list-style-type: none"> □ Median refuges dangerous – don't know our rights – have more crossings. □ Advertise vibrating buttons on pedestrian crossings. • <u>Focus Group (Service Providers):</u> <ul style="list-style-type: none"> □ Signs at tramlines for pedestrian crossing. □ Lights at crossings that change without pedestrians pushing the button 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Intellectual disability. • Vision impairment or blindness. • Age-related disability. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Cathedral Square</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Too many different coloured tiles indicate steps or a ramp. • The paving stones are all the same from footpath to the road. • Slippery when wet, can't see difference between kerb and road. • Hard to see steps and road/kerb. • Not enough ramps, tiles hard for people with Vision impairment and perceptual problems (no change in depth). • Hard to find where ramps are. • Glare from slate tiles, hard to find park. • Took a long time to find a ramp, steps not clearly marked. • Tiles slippery and kerbing cuts wheelchair tyres. • Poor wheelchair access, lack of contrast for people who are visually impaired, slippery tiles. • Teenagers are rude, Square too slippery. • Cathedral Square slippery when wet and edges of steps not marked. Vehicles, cyclists and skate boarders should be banned. • Square - hard on eye of Glaucoma sufferers, steps hard to see. • Getting stuck in cobblestones. • <u>Home Interviews (People with physical disabilities and those with vision impairment)</u> - People found Cathedral Square slate tiles slippery when wet, and bad glare when dry, lack of definition where kerbs are for people with partial sight. • <u>Home Interviews (People with mental illness)</u> – For women interviewed who had a mental health condition the main issue was safety in public places such as parks and the central city. • <u>Focus Group (Deaf Community):</u> <ul style="list-style-type: none"> □ The uneven slopes and surfaces in the Square are really difficult for the deaf with physical disabilities and the elderly. • <u>Focus Group (People with disabilities):</u> <ul style="list-style-type: none"> □ The Square is tough for people looking for places to find ramps. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Age-related disability. • Intellectual disability. • Mental Illness. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Cathedral Square</p>	<p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Not a safe place to be in. • Steps merge into background. • Difficulty seeing contrast. • Too slippery. • Cathedral Square - new restrictions to traffic movements, difficult to access, to pick up and put down people with disabilities. • Several residents feel unsafe when going through the Square - more from other users than Square structure. • Cathedral Square - glare off tiles, signs too small for sight impaired, uneven surfaces, need more ramps. • <u>Focus Group (Service Providers)</u> - The Square is really difficult for people of low vision. No definitions – footpaths, steps, road edges. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Age-related disability. • Intellectual disability. • Mental Illness. • The Deaf community. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Cathedral Square</p>	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Better consultation about Cathedral Square during design stages. • Strict compliance with the building code and NZS4121:1985. • Dull tiles that are slippery when wet. • <u>Home Interviews (People with mental illness)</u> – Better lighting in some areas, and perhaps surveillance cameras in some known trouble spots (outside public toilets etc). • <u>Focus Group (Deaf Community)</u> - Improve Square surfaces so that these are more even and have fewer bumps. • <u>Focus Group (Service Provider):</u> - Improvements in the Square to make it safer for people with visual impairments (eg. Better consultation and definitions for footpaths, steps, road edges). 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Age-related disability. • Intellectual disability. • Mental Illness. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Roading</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Roading not always clear of obstacles or even. • Many need repair work, roadworks outside Step Ahead have prevented many consumers from accessing our services. • Noticeable pot holes appearing. • Deep channel guttering can be hard to negotiate. • Traffic - problems with speeding cars. • At some intersections the median strips make it hard to see oncoming vehicles, kerbing has inconsistent heights - hard for partially sighted. • Some guttering is hopeless. • Lack of bike stands around the city and they are awkward. • Need more cycleways. • No ramps in Sumner. • I put my life at risk every time I cross Kerrs- Buckleys Road. • Danger for children playing on the street. • <u>Focus Group (People with disabilities):</u> <ul style="list-style-type: none"> □ Now that the parking meters have gone there is nowhere for people to lock bikes, too few stands. □ Doesn't the city want this to be a cycling city. □ Not enough parking places for cycles, library stands are too difficult for people with back problems to bend down to lock bicycles in stands. □ Lots of roading, it is difficult when competing with cars, buses in Christchurch really "bolshi" with cyclists. □ Didn't used to be this way but has changed, Colombo Street is really difficult to negotiate with cars and double parking. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Age-related disability. • Mental Illness. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
Roading	<p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Uneven and pot holed, hard for wheelchairs. • Special attention needed in area moving from footpath to road in crossing areas, elimination of pot holes. • Uneven surfaces and older deep style gutter. • Cycleways necessary to cross double lane roads such as Fitzgerald Avenue. • Lack of consultation with the wider disability community about the impact of roadworks. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Age-related disability. • Mental Illness. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
Roading	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Need more consultation with local residents. • More consultation with the wider disability community during the design stages. • Create more cycleways. • Greater consultation with the wider disability community about the impact of roadworks. • Fix roads and the kerbs, with wider disability community in mind. • Smoother culverts at intersections. • <u>Focus Group (People with disabilities):</u> <ul style="list-style-type: none"> <input type="checkbox"/> Cycle stands outside BNZ and on Oxford Terrace can easily be locked and there should be more like this. <input type="checkbox"/> Signage to ramps. <input type="checkbox"/> More parking places for cycles. <input type="checkbox"/> Cyclist training for bus drivers. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Age-related disability. • Mental Illness. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Parks & Open Spaces</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Not enough seating at parks. • Murchison Park - dangerous holes, poor provision for crossing creek. No provision for flying radio controlled aircraft. • Wooden rims have been installed that make it almost impossible to get a motorised wheelchair onto the lawn. • Not enough seats. • Metal bars across pathways in parks are not wheelchair friendly. • Hagley park - rat poison was laid and there was only a warning at one entrance. • Jellie Park toilets difficult. • Concerned about safety, won't use the toilets. • Camber on bridge from Hagley park to Botanical Garden too steep for mobility impaired to negotiate alone. • Bridge between Hagley Park and Botanical Gardens is too steep. • Dog parks - not easy to find, Buses don't go to Botanical Gardens. • Lack of seats and accessible toilets in open spaces. • Walkways barred by cycle barriers. • Grass berms can become muddy - should be sealed over to create wider path for wheelchairs. • <u>Home Interviews (People with physical disabilities)</u> - The bridge from Hagley Park to the Botanical Gardens (near the tearooms) rated several mentions. It's gradient is too steep, and is difficult with assistance and impossible without assistance for people using wheelchairs. • <u>Home Interviews (People with mental illness)</u> – For women interviewed who had a mental health condition the main issue was safety in public places such as parks and the central city. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Age-related disability. • Mental Illness. • Respiratory and other illnesses affecting mobility. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Parks & Open Spaces</p>	<p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Merivale park – needs more paths for wheelchair and stick users. • Road side of parks need to be well fenced to keep children from running on the road. • Resting places on walkways, for people with respiratory conditions. • Parks barriers don't allow wheelchair/scooter access around them. • Barriers a nuisance at parks. • More rails needed on steps for safety. • The skateboard park at Washington should have been a public area for families to enjoy. • Providing more resting points along streets. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Age-related disability. • Respiratory and other illnesses affecting mobility. • Mental Illness. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Parks & Open Spaces</p>	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Make more parks/walkways accessible to wheelchairs - more paths. • Remove cycle barriers in parks and walkways that make it difficult for people using wheelchairs and scooters to gain access. • Wheelchair accessible walkways. • Car access to parks to watch sport. • More rails on steps and more seating in open areas. • Accessible buses going to Botanical Gardens. • Merivale park - needs more paths for wheelchair and stick users. • Road side of parks need to be well fenced to keep children from running on the road. • Easier access for motorised wheelchair to get onto lawn. • More accessible toilets near parks and walkways. • Grass berms should be sealed to create wider path for wheelchairs. • Providing more resting points along tracks and walkways. • <u>Home Interviews (People with mental illness)</u> – Better lighting in some areas, and perhaps surveillance cameras in some known trouble spots (outside public toilets etc). 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Age-related disability. • Mental Illness. • Respiratory and other illnesses affecting mobility. • A combination of these.

Need	Identified Barrier & Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Art Gallery</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Had to ask for ramps to be put down at Art Gallery - quite a performance. • Too many steps. • Door difficult to use in wheelchair. • Art Gallery doors too heavy. • Different levels at Art Gallery. • Art Gallery - wheelchair seats are in a high price area. • Very poor wheelchair access. • Art Gallery hard to get through the doorways. General lack of awareness. • Art Gallery steps not very visible. • Art Gallery steps hard to see. • <u>Home Interviews (People with physical disabilities)</u> – People found the Art Gallery difficult to get around, especially the steps in each location. • <u>Focus Group (Deaf Community):</u> <ul style="list-style-type: none"> □ Speaking tours in the Art Gallery discriminate against the deaf. The commentary should be written down. <p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Displays are too close together, difficult to manoeuvre between. • More seats needed - Art Gallery. <p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Displays wider apart. • More seats available which are affordable. • Barrier Free Audit to improve access for those with mobility difficulties and vision impairments. • More ramps, automatic door openers on heavy doors and contrasting colours on steps to make them more visible. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Age-related disability. • Respiratory and other illnesses affecting mobility. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Swimming Pools</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Lack of assistance getting in and out of pools. • People pee in public swimming pools. • QE2 has no easy ramp to get out of swimming pool. • Centennial Pool – poorly marked glass doors. • Swipe card at Centennial pool difficult for some with a disability. • Wharenui Pool is not very accessible. • Centennial Pool parking machine too far away from mobility parks. • Aquagym - too cold to swim in the large pool. • All Pools - poorly designed toilet facilities. • Centennial Pool – can't see glass door. • Use QE2, but only with friends' assistance. • Need non-slip flooring and lower shower taps. • Swimming pool accessible changing facilities not unisex so hard when not same sex caregiver/s. • Changing facilities need to be designated for people with disabilities, rather than shared with families and teenagers. These need larger changing benches. • Put automatic doors at all swimming pools. • Centennial Pool doors not wide enough, changing rooms not fully accessible. • An indoor swimming pool is needed in the Halswell area with access for people with disabilities. • Door access vital. Non slip areas at pool. • <u>Home Interviews (People with vision Impairment)</u> - Lack of clear markings on floors and doors in Council facilities such as Centennial Pool, Town Hall, etc were also mentioned. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Intellectual disability. • Vision impairment or blindness. • Age-related disability. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Swimming Pools</p>	<p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Edgware entrance ramp too steep, toilets too small. • No facilities for people with disabilities who elderly to swim i.e. no special swim time put aside, need to keep older people as fit as possible, swim times aimed at 50+ age group. • Difficulty getting in and out of swimming pools. • Swimming pools - getting in and out of the water. • Too slippery. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Intellectual disability. • Vision impairment or blindness. • Age-related disability. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Swimming Pools</p>	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Better consultation about pools during design stages – particularly toilet facilities, showers and changing facilities, doorways. • Automatic doors at all swimming pools. • Non-slip flooring and lower shower taps. • Fully accessible and specifically designated changing rooms for people with disabilities, their families and carers. • Larger changing benches. • Unisex accessible changing facilities. • Fewer glass doors. • More assistance from staff. • Swipe cards/parking machines that people with disabilities find easier to use. • Indoor swimming pool is needed in the Halswell area. • More swimming pools with graduated slope into swimming pool. • <u>Focus Group (Family members/carers)</u> - Health board pools not available for group use. Physio pool and Burwood Hospital pools overbooked. It would be good if City Pools could be available for this kind of use. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Intellectual disability. • Vision impairment or blindness. • Age-related disability. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Town Hall</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Seating for patrons using wheelchairs. • Town Hall too busy. • Heavy doors to toilet. • Difficult stairs with not enough attendants at Town Hall. • Had to pay for expensive seat because that was the only wheelchair access - discrimination. • Town Hall facilities shut when concerts on. • Town Hall toilets. • Hand rails needed in upstairs of the auditorium. • Steep steps down to seats. • Marble flooring is slippery when wet. • No handrails near steps. • Need to ring ahead to reserve a wheelchair space, but staff are very obliging. • Had reserved wheelchair seats but when arrived none booked, ended up in kitchen chair with wheelchair on other side of door. • <u>Home Interviews (People with vision Impairment)</u> - Lack of clear markings on floors and doors in Council facilities such as Centennial Pool, Town Hall, etc were also mentioned. <p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Lift has been not available on several occasions denying access. • Help needed opening main door and accessing lift. • Lack of seats Town Hall foyer. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Age-related disability. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Town Hall</p>	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • More seats needed Town Hall foyer. • Help needed opening main door and accessing lift. • Hand rails near steps. • Automatic door openers into toilet doors. • Review of barriers identified, consultation with the disability community about development of strategies to resolve these. • Affordable seating for people using wheelchairs/scooters or requiring seating allocated for people with disabilities. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Age-related disability. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Council Housing</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Tried to get council housing. • Have high cupboards and not very good shower facilities. • Turned down one house because it was too hazardous to reach the front door for the vision impaired. Nothing else suitable. • No housing complex for people with disabilities. • Badly planned housing for people with disabilities. • Only had showers. I have to sit down in a bath so I couldn't get one. • All houses should be accessible for people with disabilities so they don't become isolated from other tenants with inaccessible flats. • Help with gardening, disposal of rubbish. • Tenants need more keys so people can get in if people with disabilities become unwell or feel unsafe. • <u>Focus Group (Deaf Community):</u> <ul style="list-style-type: none"> □ Not been able to get my gardens/lawns done in my council flat even though I have a physical disability and I am deaf. □ No lights for smoke alarms and doorbells in CCC flats. These need to be in every room. <p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Stoves need modification, light switches moved down, lighting improved. • Impressed with the service provided. ... our clients experience major psychiatric illness. • <u>Focus Group (Service Providers)</u> - Design of some community housing could be improved. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Council Housing</p>	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • More consultation with all parts of the disability community during design stages, so housing is truly accessible for disability community. • All houses should be accessible for people with disabilities so they don't become isolated from other tenants with inaccessible flats. • The council should do the gardens, lawns and rubbish for people with physical disabilities and the elderly in CCC flats. • As a standard practice, residents in council flats should have 2 keys so that they can give security firms and support networks a key to get in if they become unwell or unsafe. • Consider building some housing complexes specifically for people with disabilities (eg. Those with physical disabilities). • <u>Focus Group (Deaf Community):</u> <ul style="list-style-type: none"> □ Lights for doorbells and smoke alarms in all CCC flats – 2 lights of different colours in all rooms. □ Should be safety plans for people with disabilities in CCC flats. □ Rest Homes seem to have isolated deaf people. Can people who are deaf be placed together in CCC flats. • <u>Focus Group (Family members/carers):</u> <ul style="list-style-type: none"> □ Fluorescent lighting can be very distressing for some people. □ Lighting in community housing needs to be designed to meet the needs of the specific tenants with disabilities in these houses - those with vision impairment, autism. □ Community housing needs to be readily accessible for people to drop in and feel comfortable. People with disabilities need access to other flats otherwise they become isolated. • <u>Focus Group (Service Providers):</u> Christchurch City Council housing team should: <ul style="list-style-type: none"> □ Do city register of accessible housing with Community Housing. □ Place all modified places on a database. □ Develop a plan with a universal design, which meets the needs of the wider disability community. □ Get community support groups to help in design and planning. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Westpac Trust Centre</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • No way for people with disabilities to evacuate. • Evacuation of Westpac Trust. • Lifts are small and fill quickly, handrails needed on the sloping steps to tiered seats. • Guard rail right in line of vision for those in wheelchairs. • No accessible fire exit, rails at eye level restricts view. • Heavy doors, little wheelchair access, rail in way of seeing stage. <p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Terrible for hearing impaired due to reverberation of acoustics. • Seats too close together. • More areas for wheelchairs needed – down stairs and in other stadiums and sports facilities. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Age-related disability. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Westpac Trust Centre</p>	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • More consultation with the wider disability community and barrier free auditing during the design stages of major projects. • Strategies to resolve current barriers that have been identified, particularly the fire evacuation concerns that have been raised. • Unisex changing facilities. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Age-related disability. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
Convention Centre	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Disaster for people with limited vision. • Toilet door too heavy to use in wheelchair. • Hard to get through the doorways. • Impossible to go to 1st floor if lift is out. <p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Too slippery at the Convention Centre. • Women's towels/dryers too close to toilet door. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Age-related disability. • Long-term injury or illness. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
Convention Centre	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Resolve barriers identified, in consultation with the wider disability community. • In the future ensure that the wider disability community is consulted during the design stages and barrier free auditing occurs. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Age-related disability. • Long-term injury or illness. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
Stadium and other Sports Facilities	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Jade Stadium – insufficient space for wheelchairs, shouldn't have to be in segregated area. • What about the needs of other people with disabilities who don't use wheelchairs. • Facilities not adequate for people with disabilities. <p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Jade Stadium - under cover facilities needed for wheelchair users. • Upgrading of Jade Stadium – no covered place for wheelchair users. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
Stadium and other Sports Facilities	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Resolve barriers identified, in consultation with the wider disability community. • In the future ensure that the wider disability community is consulted during the design stages and barrier free auditing occurs. • Unisex changing facilities. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier & Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Waterways & Wetlands</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Waterways need a good clean up. <p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Review potential barriers to waterways and wetlands. • Identify what steps would improve access to these areas for the wider disability community. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>2. <u>Access to Services</u></p> <p>Public Libraries</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Public library staff ignore you. • No library in Riccarton or Avonhead. • Interloan items should be \$2.50 or free for people with disabilities. • Couldn't get books off top shelves and staff too busy to help. • Hard to use toilets. • Mobile library unwilling to collect or deliver books. • I suggested lightweight chairs and a small trolley to carry books. These were adopted but they made me feel like a nuisance to be tolerated rather than a valuable contributor. • Fendalton Library – no access to children's library. • New Brighton Library – very hard for buses to drop elderly off. • Public Library – trouble finding the exit on Gloucester St. • White strips to be put on steps at New Brighton library. • Concern – number of hours and services at the Library. • Difficult getting information about public library services or mobile library van availability - only has vague answers. • An application was put into the public library to access a magazine – Exceptional Parents - for parents with children with disabilities, yet this application was denied. It was a specialised magazine that could be accessed through CCS or similar. Wellington Library has this magazine I really don't think the Library meets the needs of the parents in this respect. • <u>Focus Group (Deaf Community)</u> - The library has videos, but only a few are subtitled. The library also needs to let the deaf community know about these. • <u>Focus Group (People with disabilities)</u> – Why is it necessary to provide a letter every 12 months for library exemption for customers with physical disabilities. There must be some way to have long term customers on the database and not have to go through expensive procedures to meet this need (Form 11.96 CSOC). 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier & Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Public Libraries</p>	<p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Central library newspaper section not good for manoeuvring. • Library - not one close circuit TV for people with low vision. • Lack of seats in the libraries. <p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Better consultation with the disability community about how to make the library more inclusive for people with disabilities: <ul style="list-style-type: none"> □ Specialised equipment needs □ Required services and staff support strategies □ How information is provided. • A review of physical access to overcome the identified barriers. • More affordable interloan system for people with disabilities. • A review of mobile library services to identify the needs of those people who are homebound. • Free talking books with community service cardholders. • More seats needed in libraries. • A longer entitlement period (presently it is 12 months) for specific services for people with disabilities. I have had a mental illness for 36 years and it is not likely to go away in one year, for long-term people like myself. • <u>Focus Group (Deaf Community)</u> – Update subtitled videos in the library and notify the Deaf community about these videos. • <u>Focus Group (People with disabilities)</u> - There must be some way to have long term customers who need library exemption for customers with physical disabilities on the database and not have to go through some expensive procedures to meet this need (Form 11.96 CSOC). • <u>Focus Group (Family members/carers)</u> – Fluorescent lighting can be very distressing for some people. These are located in the library. Lighting needs to consider the needs of a range of people-those with vision impairment, autism. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Events and Festivals</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Not enough parking or seating at events. • No transport person to accompany to events. • No provision for wheelchairs at events. • No seating for people with disabilities at events. • Events and festivals - more accessible toilets needed. • Being confined to an electric wheel chair means that most of the events pose some problems. • Events - inability to gain <i>non-print</i> information. • Scaling down Total Mobility Scheme reduced access to events/venues. • Promotional events difficult to access. • Festivals need separate wheelchair areas. • Lack of council concern for provision for people with disabilities in the entertainment and hospitality industries. • <u>Focus Group (Deaf Community):</u> <ul style="list-style-type: none"> <input type="checkbox"/> Only a few sometimes events have interpreters. <input type="checkbox"/> Difficult for deaf parents to get information about kids' programmes and there is often not interpreter for deaf children attending these programmes. <p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Cost involved in attending events, festivals, recreation services. • Need more disability parks. • More seats needed. • Reduced rates for swimming, recreational events. • Good advertising and clear marking of parks and seats at events. • Sometimes difficult getting info about parking and seating positioning arrangements for CCC events ahead of time to help planning. • Need more accessible portaloos. • Lack of information on events in appropriate format. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier & Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Events and Festivals</p>	<p><u>Service Providers (Continued):</u></p> <ul style="list-style-type: none"> • Many CCC school holiday programmes don't cater for children with disabilities (eg. Interpreter, adapted programme). • Many people with intellectual disabilities may not know of the recreational activities, which could heighten their lives – suggest circularising providers of residential and vocational services with offers of practical help (eg. Transport). <p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Information about events advertised in a range of formats that are inclusive across the disability community – we love festivals. • Advertise events and support available in the disability community. • Discount facilities at all sports events-not just rugby and cricket. • Make provision in the square for people with disabilities to participate in events (eg. Americas Cup – interpreter, not just one route, space for the elderly and those using wheelchairs/scooters). • Let agencies know prior to events so they can make arrangements. • Provide transport options to events for the disability community. • Provide seating, more accessible toilets and parking at events. • Consider options that make events/festivals more affordable. • Separate areas for people using wheelchairs/scooters or seating. • Work with the service providers to develop support strategies for people with disabilities at events/festivals. • CCC school holiday programmes should cater for children with disabilities – interpreter, adapted, equipment, support staff. • The use of the wheelchair symbol on events advertising if it is accessible to the wider disability community. • Unisex changing facilities. • <u>Focus Group (Deaf Community)</u> - Interpreters available at more Summertimes and children events. Deaf don't come because they don't think their needs will be considered – this is a human right issue. Look at ways to advertise kids programmes in the Deaf community and incorporate the needs of deaf children (eg. Employ deaf person to run programmes for deaf children). 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Recycling Services</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Recycling services come too early. • Rubbish collectors are rude to people with disabilities. • Recycling bins all over the footpath. • Hard to get rubbish and recycling to the kerb. • Recycling bins too heavy to move. • Changes in collectibles not always notified. • Live in a block of flats so did not receive a bin. • Green bins cannot be used by someone with poor balance. • Don't have a green bin. • Plastic bottles not collected, left behind – some people with disabilities can't flatten bottles. <p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • May need two bins to lighten the load, same with rubbish bags. • Bins left scattered across footpath create access problems. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Age-related disability. • Long-term injury or illness. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Recycling Services</p>	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • People with disabilities with mobility issues may have real difficulty getting their rubbish and bins to the gate. Need to develop strategies to identify and help these people in CCC flats and the wider community. • May need two bins to lighten the load, same with rubbish bags. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Age-related disability. • Long-term injury or illness. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Building & Physical Access Inspection.</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Buildings must comply with the building code. • Many buildings and facilities are not deaf friendly. • As buildings are up-graded facilities for people with disabilities are improving in quality and standard. • Gaining access to building plans has sometimes been difficult - it depends on service centre concerned. • General access to buildings – no tactile displays. • Inspection services - I didn't know where they were. • Car park access facilities – getting through doorways - access to elevators can be difficult. • Consult with people and groups to find out specific needs - not just wheelchair access but alternative supports to communicate information. • Glass doors difficult for those with sight impairment. • <u>Focus Group (Deaf Community)</u> - CCC is bad at implementing the building code – access is more than just ramps – what about visual smoke alarms. • <u>Focus Group (Family members/carers)</u> - Access to buildings needs to be thought of from an 'insiders' point of view – through the eyes of a person with a disability. <p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Access to inspection services. • Upgrade of facilities such as supermarket to ensure that they are user-friendly for people in wheelchairs. • Difficulties experienced in using older buildings - ramp gradients, heavy doors, this is a building inspection issue. • Projects are planned and begin with little consultation with the disability community. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Building & Physical Access Inspection.</p>	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • All buildings and facilities need to be deaf friendly – lights for smoke and fire alarms in public buildings are a basic human right. • Staff given deaf awareness training. • Building Codes and physical access inspection should consider people wider than those with physical disabilities - the Deaf community, those with vision impairment, people with an intellectual disability (eg. Ramps, automatic doors, accessible toilets, tactile displays, contrasting colours, lights for smoke and fire alarms, signage in simple language). • The CCC should be advocating for changes to the building code so the needs of these groups are consider in the building code. • Barrier Auditor Training compulsory for all CCC inspection staff. • Staff involved with Building & Physical Access Inspection should develop a process for consulting with the wider disability community during the design stages of major and smaller projects. • Develop a Reference Group made up of representative of the wider disability community, who meets with inspection staff on a monthly basis to discuss issues. • Properly CCC designed services and facilities, which cater for the needs of the wider disability community. • Consultation with the RNZFB & the Association of Blind Citizens about the use of glass doors. • Improve entranceways (eg. Replacing heavy doors with automatic doors or door openers). • Unisex changing facilities. • Provide more ramps for wheelchair users. • <u>Focus Group (Deaf Community)</u> - Use of lights for smoke alarms in all CCC facilities and other buildings that the CCC staff inspects. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Employment Programmes</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Employment programmes not tailored enough to suit the impairment of people with disabilities. • Too production oriented and don't allow for more emotional support of the individuals in employment. • All contracts for sheltered employment should be read carefully and parents should have access to those contracts. • Disability limits access to employment programmes. • Exploitation of employees with intellectual impairment. • My son worked for 9 years in the Botanical gardens and when challenged the CCC said he was still training under supervision. <p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Providers of employment need to be fully accessible. • Employment programmes provide difficulty for people with intellectual disabilities - need support, disability limits access to employment programmes. • Difficulty finding appropriate work programmes for our resident. • Other groups are already on the waiting lists for volunteer work. • Community volunteers workplaces wary of people with psychiatric history and many are not ready for paid work. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Employment Programmes</p>	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Develop an environment so staff feel safe to disclose information about their disability, injury or illness and get the support required to do the job to the best of their ability. • Strategies need to be developed to identify and resolve barriers for people with disabilities accessing CCC employment programmes. This should occur through consultation with the disability community. • CCC staff should consult with employment agencies working with the wider disability community, to identify the: <ul style="list-style-type: none"> □ Types of specialised support different people with disabilities require (eg. Productivity, emotional support). □ Funding and other support strategies available to resolve these support issues (eg. Assessments, job coaching, equipment that makes the CCC work environment more inclusive, job and training support funding). • The success of these strategies should be evaluated in consultation with the disability community on an annual basis. • The CCC develops procedures that ensure staff with a disability have the same employment provisions as all other staff (eg. Contracts, equal pay, annual appraisals, regular supervision, training and career development opportunities). • Supported employment programmes for people with physical disabilities and other disabilities. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Disposal of Rubbish</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Difficulty carrying rubbish bags to footpath. • Expense involved in rubbish disposal, difficult for low income people with disabilities. • Refusing to take flattened soft drink bottles on rubbish day. • More accessible ways to contact council about rubbish disposal. • Difficulty disposing lawn clippings and garden waste. <p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Easier rubbish disposal – can't go to the dump. • Help with lawn mowing and tree clipping for people with disabilities. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Disposal of Rubbish</p>	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Development of a support system for disposal of rubbish, for those people with disabilities in council housing and living on their own. • Development of services for the disability community with rubbish disposal that needs to be taken to the dump (eg. Lawn Mowing, tree clippings). • Strategies that make rubbish disposal affordable for people with disabilities on low incomes. • The use of telephone, fax, and email for contacting CCC about rubbish disposal. • The use of teletext and other information formats, which are more accessible to the disability community, for providing information about rubbish disposal. • Collect green waste from the properties of people with disabilities living on their own. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Tourist Promotion and Information</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Tourist promotional information is not in a range of formats accessible to the wider disability community. • Contact details should include fax and email addresses so the Deaf community and people with vision impairments have some way of finding out information about tourist attractions. • Tours at CCC tourist attractions can only be accessed by those with hearing – need to write commentaries down. • Inability to gain non-print information. <p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • More information should be available on activities in a range of formats that are more accessible to the wider disability community. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Tourist Promotion and Information</p>	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Tourist promotional information should be in a range of formats that are more accessible to disability community (eg. Available through tape and website). • Advertise tourist events and attractions on teletext, the RNFB message service, etc. • Contact details should include fax and email addresses so that people who can't use telephones can make enquiries. • Tours at CCC tourist attractions should have their commentaries in written format. • Provide information in simple language. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>General Reception Areas and Service Centres</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Receptionists don't know where to refer people when they have a physical access issue. • Need more seating at general reception areas. • The counters are very high for people with disabilities using wheelchairs. • Service Centres – don't get feedback on issues raised. • Contact with general enquiries not available through teleprinter for the Deaf community. • <u>Focus Group (Deaf Community)</u> – There are often communication breakdowns between staff and the Deaf community. Need to employ more interpreters and staff don't understand our needs (eg. Front desk). They need deaf awareness training and they also need to know how to book an interpreter. <p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Reception services provide difficulty for people with intellectual disabilities. They usually need support when approaching service centres. • CCC Staff need to inform reception staff when they are consulting with the disability community so they know who to refer calls to. • Accessing information within CCC buildings is difficult. • <u>Focus Group (Service Providers):</u> <ul style="list-style-type: none"> □ Counter heights at Service Centres are a problem for some people with disabilities. □ Kiosk Service Centre - Amplified phones, provide free phone for local calls. Have to pay for local calls from phone boxes. □ Service kiosks for people with disabilities and elderly. Have assistance to pay bills, e-mail etc. People on hand to offer assistance. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>General Reception Areas and Service Centres</p>	<p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Sound proof booths in offices with amplified phone available for people who are hearing impaired. • More seating at general reception areas. • Receptionists who know where to refer people when they have a physical access issue. • Lower and more accessible reception counters for people with disabilities using wheelchairs – “Lower reception desks everywhere” • More feedback when people from the wider disability community raise issues with staff at Service Centres. • Contact points that are more accessible for people with a range of disabilities – telephone and fax numbers, email addresses, TTY, teleprinters, text messaging. • Advertising of these contact points in a range of formats that are accessible to the wider disability community – teletext, website, written information in the telephone book, on tape. • Training for Reception and Service Centre staff about the types of support that different people with disabilities require. Different groups have coordinators who could offer this training and the council could assist with funding. • The development of support strategies that ensure people with disabilities get the support they require at Reception Desks and Service Centres (eg. Staff learning NZ sign language, support required for people with an intellectual disability, mental illness, epilepsy, vision or hearing impairment). • CCC Staff need to inform reception staff when they are consulting with the disability community so they know who to refer calls to. • <u>Focus Group (Deaf Community)</u> – Reception staff at all CCC facilities trained to consider the need of deaf. • <u>Focus Group (Family members/carers)</u> - Fluorescent lighting can be very distressing for some people in service centres. Lighting needs to consider the needs of a range of people – those with vision impairment, autism. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier & Possible Solutions	Some of the Disability Groups Affected by these Barriers
Support for Voluntary & Community Groups	<p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Voluntary/community groups need proper access to council services and facilities. • CCC funding for those working in the wider disability community. <p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • CCC staff consult with these groups to: <ul style="list-style-type: none"> □ Develop strategies to improve access to council services and facilities. □ To find out what types of funding they require, how much and the best ways to distribute this money. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
Sport & Leisure Services	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • More options on the Kiwiable Leisure Card • More passive activities to integrate the wider disability community. • Lack of council concern for provision for people with disabilities in the entertainment and hospitality industries. • <u>Home Interviews (Mental illness)</u> - Organised activities to motivate people with a mental illness to participate (eg. Walking groups). • <u>Focus Group (Deaf Community):</u> <ul style="list-style-type: none"> □ Only a few Summertime events have interpreters. □ Difficult for deaf parents to get information about kids' programmes and there is often not interpreter for deaf children attending these programmes. • <u>Focus Group (Family members/carers):</u> <ul style="list-style-type: none"> □ Some felt the Kiwiable Leisure Card and other CCC/Regional Council cards had been designed with only people with a physical disability in mind. Some people with autism have a problem having their photo taken for some of these cards and people with vision impairment or who are blind have difficulty distinguishing the differences between these cards. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier & Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Sport & Leisure Services</p>	<p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • The additional cost for parent or caregiver with people with disabilities. <p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Discounted rates for parent or caregiver with people with disabilities. • Develop a planning framework, which ensures that the needs of the wider disability community are integrated during the planning stages (eg. Equipment and support required, alternative formats for information). This will allow more people with disabilities to become involved in these services. • Try to increase the options on the Kiwiable Leisure Card. • Need a longer entitlement period (generally 12 months) for specific services for people with disabilities. • Unisex changing facilities. • <u>Home Interviews (People with mental illness)</u> - Organised activities to motivate people with mental health problems to participate (eg. walking groups). • <u>Focus Group (Deaf Community):</u> <ul style="list-style-type: none"> □ Looks at ways to advertise kids programmes in the Deaf community and incorporate the needs of deaf children. □ Employ deaf person to run some kids programmes for deaf children. • <u>Focus Group (Family members/carers)</u> - The use of one electronic smartcard for people with disabilities, which allows access to a range of City Council and Regional services. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>Other Service Feedback</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Need a Disability Unit. • Public toilets are dirty and have graffiti. • Transport to and from places. • Need more seats at bus stops on both sides of the road. • Make sure the ramps on the buses are working. • A bus service going the length of Straven Rd is needed. • Why is there no accessible buses on the Fendalton Road - airport route ? • Make the low floor buses accessible all week so able to go to places of activity, keep expanding disability access routes to buses, more low floor buses needed, need low floor buses for scooters, increase physical access such as low floor buses. • People need to pay more attention to people with disabilities in shops and we need to have clean toilets. • I have to use a taxi to get to the letterbox (not the council's fault). • Have wide automatic doors everywhere. • Need for envelopes to be supplied with rates accounts –(2). • Lower rates to use CCC services. • Need more Unisex toilets. • The Telephone System in the phone book has too many phone numbers of recorded information. Have one number for hours and services of Library. • CCC needs to be open on Saturdays, Increase opening times. • Chastised for questioning Council stance instead of looking at cause of concern. • <u>Focus Group (Family members/carers):</u> <ul style="list-style-type: none"> □ The issues of mental health and sensory disability are not given the same attention as physical disability. □ Some people with disabilities would find it easier if smaller vehicles in bus fleets were made accessible. This needs to be written into contracts for tenders. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier & Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p>Other Service Feedback</p>	<p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Awareness of staff and service charges is a concern. • General access to money machines is impossible for people in wheelchairs. • Some people with a mental illness have significant trouble with public transport due to high anxiety. • More proactive ongoing dialogue to establish whether council departments are meeting needs. • Discount vouchers for public transport. <p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Need a longer entitlement period (generally 12 months) for specific services for people with disabilities, across all CCC services. • CCC staff should consult and work in partnership with the Canterbury Regional Council to resolve bus and other public transport issues that have been raised. • Create a CCC disability unit. • Review whether envelopes should be supplied with account for rates for low-income groups. • Develop a process to evaluate whether CCC services can be made more affordable for people with disabilities on low incomes. • Simplify contact points into the CCC and make sure there are various contact options – telephone, fax, email, text messaging. • Develop ongoing consultation processes with the wider disability community, which are reviewed regularly. • Make sure all council facilities are user-friendly for people with disabilities - Helpfulness and friendly staff. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>3. <u>Information Access</u></p> <p>All Council Services & Facilities</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Unable to access information in a format that I can read. • Provide better information, unable to read it ! • You get passed from one person to another without either knowing what the other is doing , difficult to contact right person, when I have rung I've been put on hold for 5 minutes, no one knows anything, passed around or told to put question in writing – but never get a response. • Access to information about eligibility to receive assistance from the Mayors Welfare Fund difficult to obtain. • Don't know what types of information are available. • Hard for people with disabilities who can't read. • Particular difficulties: <ul style="list-style-type: none"> <input type="checkbox"/> Where to get discount card. <input type="checkbox"/> Public library or van availability (get vague answers). <input type="checkbox"/> Finding information about Summertimes concerts on Saturday. <input type="checkbox"/> Very fuzzy information on accessible buses. <input type="checkbox"/> The Mayor is never available to speak to. • <u>Home Interviews</u> - Ways the Council could improve services: <ul style="list-style-type: none"> <input type="checkbox"/> The common theme here was information. People with disabilities and/or family members interviewed nearly all commented that there is a need for clear, accessible information in appropriate formats. This could include matters like opening and closing times of Council facilities, rubbish collections days, recycling information, etc. <input type="checkbox"/> Some people who are blind or partially-sighted said they would like reference material on tape or a phone information line with a knowledgeable person answering, it would be cheaper and of more use to other people too. • <u>Focus Group (Deaf Community)</u> - No captions on CCC advertising on TV when consulting about issues and advertising events. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier & Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p><u>Information Access</u></p> <p>All Council Services & Facilities</p>	<p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Lack of information in an appropriate format (eg. Large print, Braille, tape, on a website). • Not clear who it is that you need to speak to. <p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Better information regarding services available (eg. 0800 number). • All council facilities should have alternative formats for information - Large print, Braille, tape, on a website. • Web page of accessible services and for consulting with the disability community. • Make sure key fax numbers and email addresses are listed in the telephone book and on council information sent out. • More extensive advertising - use of TV, Radio, City Scene, Teletext, service providers in the disability community, message service for people with visual impairments or who are blind. • The use of simple language. • More training for reception staff about services offered by CCC. • Staff training about how to make information accessible to the disability community. • For people who are sight impaired - Braille, large print, tapes available if requested. • Deaf interpreters needed at all meetings involving deaf people. • <u>Home Interviews</u> - Ways the Council could improve services: <ul style="list-style-type: none"> □ The people with disabilities and/or family members interviewed nearly all commented that there is a need for clear, accessible information in appropriate formats. □ People who were blind or partially-sighted said they would like reference material on tape or a telephone information line. • <u>Focus Group (Deaf Community)</u> - Advertise CCC consultation and events on Teletext (Page 299), Captions on TV Advertising. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier	Some of the Disability Groups Affected by these Barriers
<p>4. <u>Communication Access</u></p> <p>All Council Services & Facilities</p>	<p><u>People with disabilities, their families and carers:</u></p> <ul style="list-style-type: none"> • Communication an issue for people who are deaf – lack of communication points within council. • Some staff think we don't know what we're talking about. • <u>Focus Group (Deaf Community):</u> <ul style="list-style-type: none"> □ No TTY. □ A lot of CCC information only has telephone numbers on it. It would be good if council publications had fax numbers and email addresses (eg. Ch-Ch Mail/City Scene). □ Many staff have no signing ability. □ We can all use faxes we just need to know how to contact CCC staff/departments if a tree is down or there is a pothole or we need to talk with dog or noise control. □ There are often communication break-downs between staff and the Deaf community: <ul style="list-style-type: none"> - The CCC needs to employ more interpreters. - Staff don't understand the our needs (eg. Front desk). They need deaf awareness training and they also need to know how to book an interpreter. • <u>Focus Group (Family members/carers):</u> <ul style="list-style-type: none"> □ Perhaps there is a need for a CCC Disability Liaison Coordinator. □ Departments need to come out and meet with the disability community support groups to keep up to date with information and coordinate services. This would have the city being proactive in contact, rather than groups all having to come to the council. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Identified Barrier & Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p><u>Communication Access</u></p> <p>All Council Services & Facilities</p>	<p><u>Service Providers:</u></p> <ul style="list-style-type: none"> • Most places don't list their fax number in the phone book making deaf people unable to contact them. <p><u>Solutions Recommended by Respondents:</u></p> <ul style="list-style-type: none"> • Web page of accessible services and for consulting with the disability community. • Make sure key fax number and email addresses are listed in the telephone book and council information sent out. • More extensive advertising - use of TV, Radio, City Scene, Teletext, service providers in the disability community, message service for people with vision impairments or who are blind. • The use of simple language. • <u>Focus Group (Deaf Community):</u> <ul style="list-style-type: none"> □ Staff need training in NZSL, deaf culture, how to book an interpreter and work with the deaf, other communication strategies if an interpreter is now available. □ Writing down in words is not the deaf language. Deaf culture has a different grammar. □ When dealing with deeper issues (eg. Permits, rating issues) deaf people need an interpreter and staff available to support them. □ Many CCC forms are written in complicated English – need to use diagrams on forms to assist deaf in understanding changes – visuals. Also need to simplify – use plain English. □ Use visual signage. □ Fax at the bus depot for deaf to get times. □ Training to recognise fax from deaf. □ TTY services in all council services. □ Specific CCC staff learn some NZSL – reception staff, one staff member in each unit. 	<p>People with:</p> <ul style="list-style-type: none"> • Physical disability. • Vision impairment or blindness. • Other Sensory disability. • Intellectual disability. • Age-related disability. • Mental Illness. • Long-term injury or illness. • The Deaf community. • A combination of these.

Need	Possible Solutions	Some of the Disability Groups Affected by these Barriers
<p><u>Communication Access</u></p> <p>All Council Services & Facilities</p>	<p><u>Solutions Recommended by Respondents (Continued):</u></p> <ul style="list-style-type: none"> ❑ Fax and email addresses on all council publications. ❑ CCC employs interpreters for working with deaf customers. ❑ Strategies at council meetings which make these more accessible for deaf. ❑ Deaf community need to know how to communicate best with City Council staff. ❑ Written commentaries on tourist information, buses, trams and at council facilities (eg. Art Gallery and Botanical Garden Tours). ❑ Captions on videos for CCC tourist information, facilities, services. ❑ Video key CCC meetings with subtitles. ❑ List in telephone directory of all CCC departments fax numbers. ❑ With regular contact and communication with the Deaf community many issues could be overcome easily. 	<p>People with:</p> <ul style="list-style-type: none"> ● Physical disability. ● Vision impairment or blindness. ● Other Sensory disability. ● Intellectual disability. ● Age-related disability. ● Mental Illness. ● Long-term injury or illness. ● The Deaf community. ● A combination of these.

What could the Council do to make it easier for people with disabilities to access information ?

Feedback from people with disabilities, their families and carers:

Common Themes

1. Flyers/pamphlets.
2. Reception counters at a height suitable for people with disabilities.
3. A range of communication points accessible by telephone, fax, email, text messaging, TTY.
4. More use of the Internet and Websites for advertising events and gaining the views of the disability community.
5. More written material.
6. A 0800 number.
7. More use of newspapers for advertising events and gaining the views of the disability community.
8. Home Interviews – Several people said they would like there to be a person at the Council who could be contacted about disability issues. Some felt that this should be a person with a disability who would be empathetic to their concerns.

Other Themes

- Continue consultation and act on recommendations.
- More liaison with the wider disability community
- Producing CCC material in alternative formats – written, on tape, website, teletext.
- More CCC information available at service providers in the disability community.
- Give information to organisations in the disability community.
- Focus Group (Deaf Community):
 - Go through the deaf association branch committee.
 - Use of TTY, fax and email addresses, Teletext, subtitles.
 - Looks at ways to advertise kids programmes in Deaf community and incorporate the needs of deaf children.
 - Employ a deaf person to run some kids programmes for deaf children.
 - More people working for the CCC who are deaf, who can advise and help other staff.
 - Visuals for deaf – brochures, policies and procedures (eg. Complaints).
 - When CCC staff visit they need to be able to talk with deaf people in a way that people understand (eg. Stormwater blocked – don't use jargon). Don't just talk with hearing people.
 - Pictures like those used for the recycling poster are good visual material.
 - CCC staff need to be aware of Teletext for messaging to the Deaf community – page 299. This can go nationwide and is widely used by the Deaf community.

What could the Council do to make it easier for people with disabilities to access information ?

Feedback from people with disabilities, their families and carers:

Other Themes (Continued)

- CCC staff should come to the deaf aged groups to hear from them.
- CCC staff should contact the Deaf Association and Deaf Society to work together with the CCC – probably a morning.
- Focus Group (Family members/carers):
 - Perhaps there is a need for the CCC to have a Disability Liaison Coordinator.
 - Departments need to come out and meet with the disability community support groups to keep up to date with information and coordinate services. This would have the city being proactive in contact, rather than groups all having to come to the council.
 - Useful to know that not every carer or family associated with the disability community are in a support organisation for people with disabilities. Perhaps only 60% of people are involved. Use newspapers, City Scene.
 - Information needs to be available and awareness of the needs of the disability community needs to be in all service centres.
 - All groups need to be responsible and let CCC know their role so that council can list this information for staff.
 - Allow space in the community service centres for the associations supporting people with disabilities and their families. The Trustbank Community House is not suitable being multi-storied and in the central city.

What could the Council do to make it easier for people with disabilities to access information ?

Feedback from Service Providers working in the Disability Community:

Common Themes

1. Flyers/pamphlets.
2. More written material.
3. A range of communication points accessible by telephone, fax, email, text messaging, TTY.
4. Reception counters at a height suitable for people with disabilities.

Other Themes

- Simplify information to involve all.
- 0800 number.
- Telephone, fax and email addresses for CCC units in the telephone book.
- The use of Teletext and websites for advertising council information - Deaf community, people with vision impairments and for those who are blind.
- Focus Group (Service Provider):
 - Free pay phone for local calls.
 - Amplified phones.
 - Service kiosks for people with disabilities and elderly. Have assistance to pay bills, e-mail etc. People on hand to offer assistance.
 - More appropriate counter heights in service centre.
 - Better consultation about our needs in relation to issues such as access.

What council decisions have been made without getting the views of the wider disability community ?

Feedback from people with disabilities, their families and carers:

- Physical Access:
 - Adjustments to buildings.
 - What people would like on the signs outside wheelchair toilets ...
 - Brighton Mall - Are there going to be more tiles ?
 - The design and construction of cycleways and their impact for people with disabilities.
 - Controlled pedestrian crossings - only get half way across Kerrs and Buckleys Rds - very dangerous.
 - Misled over number of sections at nearby sub divisions.
 - Use of New Brighton Mall .
 - By the Millennium - no kerbs, one surface, impossible to know where to walk safely, people who are blind cannot access Millennium area at all, falling down steps, no contrast for partially sighted.
 - The Square – steps, paving, no safety rails, paving glare, crossing indicators incorrectly placed and dangerous.
 - Reconstruction around the streets of Addington.
 - Cashel Mall- Steep incline between Arthur Barnetts and the mall.
- A 20% rate increase advertised as 3%. Anxiety resulted in hospital admission with heart failure after receiving rate increase.
- Vision impaired people were not able to read bus destinations when notice changed to yellow on black.
- Spending money on active young persons, needs for under 12s and over 30s not catered for.
- Rises in electricity and rates for superannuitants with disabilities – people suffer in the winter cold.
- Putting Fendalton childrens' library up stairs.

Feedback from Service Providers working in the Disability Community:

- Employment programmes.
- Physical Access:
 - Taking out pedestrian crossing on Springfield Rd
 - Construction of the new Pioneer pool complex, no specific time for these people to use the complex.
 - Bus Exchange - requested at very late stage in design process.
 - Safety - inappropriate lighting, signage and access.
 - The skateboard park at Washington should have been a public area for families to enjoy.
 - New toilets in the Square, but later remedied

How could Council improve the way it finds out the views of the wider disability community ?

Feedback from people with disabilities, their families and carers:

Common Themes

1. More consultation with organisations working in the disability community.
2. More communication in accessible formats for people with disabilities.
3. Regular surveys with the disability community.
4. A CCC Disability Officer/Advocate/Advisor
5. Press letters/articles.
6. Development of a database of key people and organisations in the wider disability community.
7. Have a 'disability news' section in 'City Scene'.

Other Themes

- Invite more submissions from the disability community.
- Television, radio, websites, teletext, focus groups organised by agencies.
- A range of contact points – telephone and fax numbers, email addresses, text messaging.
- Focus Group (Deaf Community):
 - Go through the deaf association branch committee. Use of TTY, fax and email addresses, Teletext, subtitles.
 - More people working for the CCC who are deaf, who can advise and help other staff.
 - More meetings like this – surveys and questionnaires don't work for deaf.
 - Face to face is the best way to get the message across.
 - When talking to deaf people, hearing people must talk only with eye contact. No talking while writing.
 - CCC needs to hear from younger deaf people as well as those 50+.
- Focus Group (Family members/carers):
 - Perhaps there is a need for the CCC to have a Disability Liaison Coordinator.
 - Departments need to come out and meet with the disability community support groups to keep up to date with information and coordinate services. This would have the city being proactive in contact, rather than groups all having to come to the council.
 - Have visual aids available.
 - Don't ever assume that CCC staff know all about people with disabilities. Good to have a good basic knowledge which can be developed into a specialised knowledge with training.
- Focus Group (General Comments) – Questionnaires and surveys are not particularly helpful for some people with disabilities to put their point of view across. Face to face meetings were felt to be the best option. Similarly people with disabilities would be more likely to be available if information was sought in conjunction with social gatherings or attending regular meetings. People with a wide variety of physical, mental and other issues may find it difficult to come to a special place with people they do not know. This is quite intimidating and not likely to be well attended.

How could Council improve the way it finds out the views of the wider disability community ?

Feedback from Service Providers working in the Disability Community:

Common Themes

1. More consultation with organisations working in the disability community.
2. More communication in accessible formats for people with disabilities.
3. Regular surveys with the disability community.
4. A CCC Disability Officer/Advocate/Advisor
5. Press letters/articles.
6. Development of a database of key people and organisations in the wider disability community.
7. Have a 'disability news' section in 'City Scene'.

Other Themes

- More consultation over design of community housing.
- Better consultation over physical access such as the Square.
- Development of more strategies such as that for recreation, sport.
- Service kiosks for people with disabilities and elderly. Have assistance to pay bills, e-mail etc. People on hand to offer assistance.

What could Council do in partnership with wider disability community ?

Feedback from people with disabilities, their families and carers:

Common Themes

1. Consult the disability community on a regular basis. .
2. Long-term planning to integrate the needs of wider disability community into CCC services and facilities.
3. Help with training & public education.
4. More and improved accessible toilets.
5. Resolve issues related to carparking.
6. Home Interviews - People wanted to see:
 - The Council liaising more with agencies, e.g. Blind Foundation, Age Concern, DPA, etc – both to feed through information, and to consult with members of such organisations.
 - That groups such as those above could hold meetings at which Council staff from particular sections (e.g. roading) could come along.
 - This type of meeting being held before any major developments (eg. Square) were undertaken in the future.
 - The Council acknowledge that people with disabilities are the experts when it comes to things such as physical access, rather than the Council just relying on written standards and criteria.
 - The Council establish an Advisory Committee made up of representatives from disability agencies. This could be done in conjunction with having a staff member working on disability issues.
7. Focus Group (Deaf Community):
 - Help with getting a 24-hour relay service.
 - Support to change legislation that discriminates against deaf.
 - More support with deaf families and/or parents of deaf children.
 - Help the Deaf community get more employment and training.
 - Have a specific deaf focus group that CCC staff can link into for ideas and feedback (eg. Deaf Association Branch Committee of Canterbury – has all different groups who meet every 6 weeks).
 - CCC supports deaf awareness week (eg. Window space, funding and other resources).
 - Provide consistent services – half price ID cards for pictures, entry to events.
 - Give more time to let people know about meetings.
 - Lights for smoke and fire alarms for the deaf in CCC offices and approved facilities (eg. Consistent colours – blue strobe light).
 - Work collaboratively with deaf culture – deaf and hearing people have cultural differences as well as language and CCC staff need to modify services and facilities to accommodate this.
 - Sign language is a cultural issue for us. More meetings like this allow deaf culture to become known in partnership (eg. Touch and stamping your foot on wooden floors to get attention is appropriate).

What could Council do in partnership with wider disability community ?

Feedback from people with disabilities, their families and carers:

Common Themes (Continued)

8. Focus Group (Family members/carers):

- Liaison person with the disability community to facilitate this partnership.
- Information for people with disabilities could be more readily accessible through personal contact with the liaison person and electronic media in big print. The liaison person also needs to help debunk the idea that people with disabilities are all the same.
- Holiday programmes for most ages do not meet a wide enough audience. Need day programmes for people with disabilities in conjunction with those without disabilities, to develop a wider awareness of fun days and make these inclusive for a wide range of abilities.
- Assist support groups by having a pool of loan equipment available (eg. Video machines, recorders, screens, cameras, overhead projectors, and speaker systems). The liaison team could assist with this by being there with the equipment.

Feedback from Service Providers working in the Disability Community:

Common Themes

1. Consult the disability community on a regular basis. .
2. Help with training & public education.
3. Long-term planning to integrate the needs of wider disability community into CCC services and facilities.
4. More and improved accessible toilets.
5. Resolve issues related to Carparking.

Other Themes

In particular, Service Providers in the disability community would like to be consulted via and about:

- Meetings with KiwiAble staff and surveys.
- Major schemes/projects, especially roading.
- Council housing.
- The Kiwiable Leisure Card, Network and Advisory Group meetings.
- Community garden initiatives.
- Employment Programme group meetings.
- Alterations to roading in vicinity of our service for people with disabilities.
- CCC recreation facilities (eg. Swimming Pools and Stadiums, the Art Gallery).

Other Feedback from Respondents

Feedback from people with disabilities, their families and carers:

- Continue consultation and act on recommendations.
- I appreciate the new bus service - the Orbiter and especially the young women drivers who are very helpful.
- I would appreciate feedback from the survey.
- I congratulate the council for hiring a Maori person with a disability in the leisure unit.
- Thanks for the opportunity, This survey is a great initiative, I commend this initiative.
- More access to CCC funding needed by organisations and individuals.
- Thank you for giving me the opportunity to share my views.
- Half price taxi vouchers are not adequate for all trips.
- Time to change the wheelchair symbol for access for people with disabilities.
- Overall I am quite satisfied with the council services.
- Please get a move on with the square.
- Major difficulty for sufferers of chronic fatigue syndrome is exposure to toxic sprays. Devastating to find council spraying herbicides or insecticides in this area. Council could adopt minimum spraying policy and use non-toxic devices whenever possible. At least notify residents when spraying is to occur.
- This is the first time anyone has asked for my comments, thank you.
- Home Interviews - Overall I got the impression that people were pleased that this survey was being undertaken and that the Christchurch City Council was "at last" thinking about the needs of people with disabilities and their families. In general, people weren't asking for complex and/or expensive things, just for good information, easy access around the city and to be consulted on things that would directly affect them. I believe Council could gain many "brownie points" by taking on board the issues raised, and acting upon them.
- There needs to be a CCC policy about hearing dogs so deaf people do not have to pay \$5 each year to prove that they are deaf to have access to the lowered fee.
- Focus Group (Family members/carers):
 - The needs of all people with disabilities in the community should be the central information for planning. (eg. For roads, streets, buildings, parks).
 - Don't only go by the building standards (these are minimum standards) – ask people with disabilities and their families first.
 - People with disabilities can also enjoy life and it may not be the same as their peers.
 - Having gathered this information the Council should take a leadership role and be proactive in implementing these suggestions.

Other Feedback from Respondents

Feedback from Service Providers working in the Disability Community:

- Our experience with CCC has been good; however, all staff should be more aware and understanding.
- Great to be consulted and a very promising process.
- Keep up the fantastic work and commitment to supporting members of the disability community.
- DPC is embarking on a programme of updating and modernising its premises and is hoping for council support for this project.
- CCC could be an outstanding example of co-ordinated services for the elderly and people with disabilities.
- Thank you for the opportunity to contribute.
- CCC has reputation of being best in the country.
- Personnel have been sympathetic to people with disabilities in most cases. It would be great if a Disability Policy and Advocate could allow them to be pro-active across all council services.