

# Summary: Te Tai Tokerau Accessibility Strategy



**Published: May 2024**

# Before you start



This is a long document.



It can be hard for some people to read a document this long.

Some things you can do to make it easier are:



- read it a few pages at a time
- set aside some quiet time to look at it
- have someone read it with you to support you to understand it.



# What you will find in here

Page number:



What is in this document.....4



How we made the strategy .....9

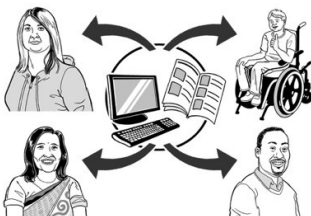
What the strategy says ..... 14



Goal 1 – everyone can join in .....24



Goal 2 – everyone can get where they want to go.....29



Goal 3 – it is easy to communicate with the councils.....34

**Page number:**



Goal 4 – everyone can feel safe .....39



Goal 5 – everyone is included .....43



More information .....46

# What is in this document

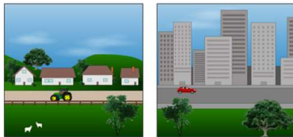


This Easy Read information is from the **councils** of Te Tai Tokerau / Northland.



**Council** means the people who are in charge of how things work in a:

- town
- city
- district / region.



Councils run things like:

- rubbish collection
- parks
- libraries.





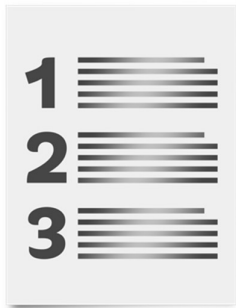
The councils for Te Tai Tokerau are:

- Northland Regional Council
- Far North District Council
- Whangarei District Council
- Kaipara District Council.

When you see **we / our** in this document it means the councils of Te Tai Tokerau.



This document is a **summary** of a longer document.



**A summary:**

- is shorter than the full document
- tells you the main ideas.



You can read the full document at:

**[www.nrc.govt.nz/accessiblenorthland](http://www.nrc.govt.nz/accessiblenorthland)**

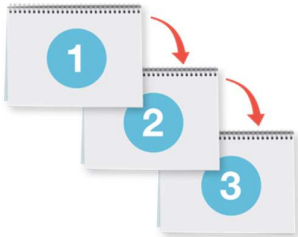


The full document is not in Easy Read.



This document is about our **strategy** to make Te Tai Tokerau more:

- **inclusive**
- **accessible.**



A **strategy** is a plan for how to make things happen.



**Inclusive** means everyone can take part.



**Accessible** means everyone can:

- do the things they want to do
- get to the places they want to go.





The strategy says what we:

- think is important
- want to change
- will do.



Each council can do things that work for their community.

# How we made the strategy



We did a **survey** to find out if people thought Te Tai Tokerau was **accessible**.



A **survey** is a way to do **research** by asking a lot of people to answer questions.



**Research** is when someone:

- looks at what is happening
- tries to find ways to do things differently.



Only a few people thought Te Tai Tokerau was **accessible**.



Most people thought Te Tai Tokerau was not very accessible.



This told us that we needed to make an accessibility strategy.



We asked a lot of **people with access needs** what:

- would make their community more accessible
- should be in our strategy.

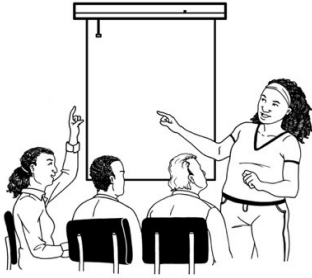


**People with access needs** include:



- disabled people
- people with health problems
- old people
- children.





We asked people about accessibility in different ways like:

- workshops
- surveys
- online meetings.



Some other groups we talked with were:



- the Positive Ageing Advisory Group from the Whangarei District Council



- the Disability Advisory Group from the Whangarei District Council



- the Disability Action Group from the Far North District Council.



We put together a group of people to work on the strategy.

The group included:



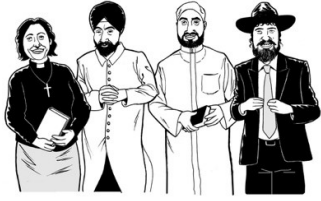
- council staff
- people with access needs
- whānau hauā / Māori disabled people
- a **kaiārahi tikanga Māori / Māori cultural advisor**
- a **facilitator.**



A **kaiārahi tikanga Māori / Māori cultural advisor** supports people to:

- understand Māori **culture**
- do things in a way that works for Māori.





**Culture** means:

- the things a group of people believe
- the way a group of people do things.



**Facilitator** means someone whose job is to make sure:

- everything runs smoothly
- everyone knows what they need to do.



We want to say thank you to this group for all their hard work.

# What the strategy says



The strategy talks about our **vision** for Te Tai Tokerau.

**Vision** means:

- the things we want to happen in the **future**
- what we will do to make these things happen.



**Future** means in the time / years to come.



## He Ara Whaikaha o Te Tai Tokerau / A Journey of Strength for Northland

He wāhi maioha / This is a place of welcome



He wāhi taurikura / A place that is positive and thriving



He tūāpapa mō ngā tangata whaikaha katoa / A foundation for all people with access needs.

There are 5 **goals** in our strategy.



A **goal** is something we want to do in the future / years ahead.





The strategy looks at:

- transport like:

- roads
- footpaths
- buses



- the buildings owned by the council



- public places like:

- beaches
- parks



- playgrounds

- events like:

- concerts
- festivals.





The strategy also looks at how people **communicate** with the council.



**Communicate** means all the ways we share information like:

- talking
- writing
- websites
- newsletters.



We want to make sure that people with access needs get to join in with everything that happens in their community.



We want people with access needs to feel safe.



We want to make sure everyone can:

- get the information they need
- get to where they need to go.



We will know the strategy is working when:

- everyone can easily go to:
  - public places
  - events
- we can keep people with access needs safe in an emergency
- everyone can communicate with their council.





We will know the strategy is working when:

- there is transport that works for everyone
- disabled people are part of all the choices we make.





There are some important **values** that we will use in our work.



**Values** are the things we think are important.

Our values tell us how to behave.



The values we will use are:

- **manaakitanga** – caring about people
- **mahi tahi** – working together
- **whanaungatanga** – being part of the community
- **āhurutanga** – making sure everyone feels safe to be themselves.





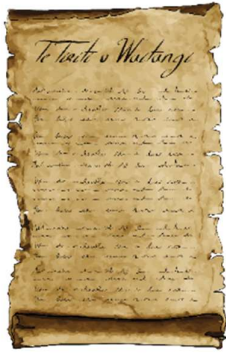
We will use **universal design** when we build new things.



**Universal design** means making things that can be used by everyone no matter:

- how old they are
- what size they are
- what disabilities they have.





We will remember that **Te Tiriti o Waitangi** is important.



**Te Tiriti o Waitangi / The Treaty of Waitangi** is an agreement between Māori and the British Crown.

**Te Tiriti** is important to New Zealand.

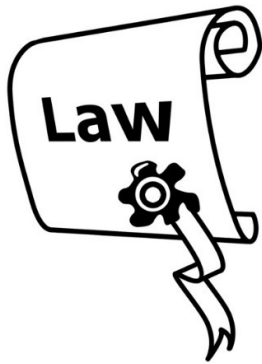


It is about Māori and the New Zealand Government:

- making decisions together
- protecting things that are Māori.



We will follow the **United Nations Convention on the Rights of Persons with Disabilities**.



The **United Nations Convention on the Rights of Persons with Disabilities** is a law lots of countries have agreed to.



The United Nations Convention on the Rights of Persons with Disabilities is also called the **UNCRPD**.

It says what governments must do to make sure disabled people get the same rights as everybody else.



# Goal 1 – everyone can join in



Goal 1 is about people with access needs being able to join in with their:

- community
- whānau / family
- iwi
- friends.



We want to make sure everyone can:

- go to some beaches
- be safe when they go to the beach.





We want to make a lot of accessible places like:

- parks
- playgrounds
- **recreation facilities.**

**Recreation** means things people do for fun like:

- swimming
- playing sport.

**Recreation facilities** are places for recreation like:

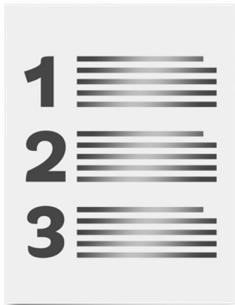
- swimming pools
- sports fields
- gyms.



We want to make all the events the council runs accessible for everyone.



We also want to make sure that all our council buildings are accessible.



## The things we are going to do to meet Goal 1



We are going to teach council staff about accessibility.

We are going to use universal design every time we build new:



- buildings
- parks
- playgrounds.



We are going to:

- build more accessible toilets
- make sure the accessible toilets are kept clean.



We will find ways to make some of our beaches accessible.



We will make more accessible walking tracks.



We are going to think about how we plan events to make them accessible for more people.



1 way we might change how we plan events is to have quiet times for people with **sensory needs**.



**Sensory** means something is about your senses like:

- seeing
- hearing.



People with **sensory needs** might need things like:

- quiet spaces
- soft lighting.



## Goal 2 – everyone can get where they want to go



Goal 2 is about transport.

We will be looking at public transport like:

- buses
- ferries.



We plan to make public transport that works for people with access needs like:

- using a wheelchair
- being blind / low vision
- having small children.





We want to make sure public transport runs at the times people need it.



We want everyone to be safe when they use public transport.



We will also make it easier for people to get around by things like:

- walking
- using a wheelchair
- using a mobility scooter.

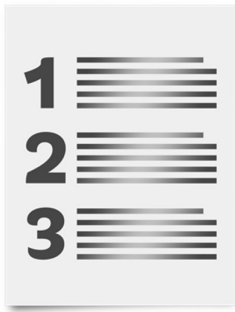


We will make paths that:

- are easy to find
- are safe to use
- do not have steps.







## The things we are going to do to meet Goal 2



We will speak up to get different sorts of public transport to work well together.

We will make sure that new public transport is accessible.



We will teach people about **shared paths**.



**Shared paths** are paths that can be used by people who are:

- walking
- riding a bike
- using a wheelchair.





We will also teach people about **mobility parking**.



**Mobility parking** means places to park your car that are just for people who:

- use a wheelchair / mobility aid
- find it hard to walk very far.



You have to have a permit to use mobility parking.



We will make sure there are enough carparks where people need them.



We will take extra care to make sure there is enough mobility parking.



We will make sure everyone follows the rules about mobility parking.



We will speak up to give people with access needs a say when we are making plans for transport.



We will check our footpaths to see if they are okay for people with access needs.



We will speak up to the Government to get money to:

- make our footpaths better
- build more footpaths.



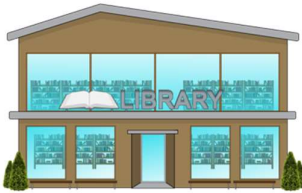
We will make sure footpaths stay accessible when there are things like roadworks.

## Goal 3 – it is easy to communicate with the councils



Goal 3 is about how people can:

- get in touch with their council
- get information from their council
- use council services like:
  - rubbish dumps
  - libraries.



We want to make sure that we have information that everyone can:

- use
- understand.





We want to make it easy for people to get in touch with their council.

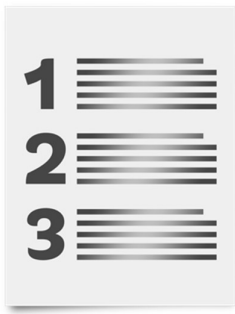


We want to make sure everyone can use our services.

We plan to use lots of different ways for people to:



- get information from the council
- tell the council things.

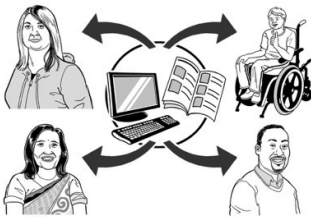


## The things we are going to do to meet Goal 3

We are going to write some **guidelines** about accessible communication.



**Guidelines** say what the right way to do something is.



We will work to understand what sort of communication different people need.



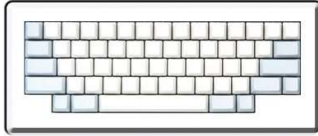
We will make sure that there is information that people can use for themselves.



We will teach our staff about accessibility.



We will look at how accessible our website is.



We will also look at how we use social media like:



- Facebook
- Instagram.



We will use pictures in our information that show:

- real people with access needs
- people in Te Tai Tokerau.



We will make it easy to find out about accessible services.



When someone asks us about accessibility we will make sure they get an answer that is:

- fast
- useful.

## Goal 4 – everyone can feel safe



Goal 4 is about making sure everyone is safe when:

- they go about their lives
- there is an emergency like a:
  - fire
  - cyclone
  - flood.



We will make sure our emergency plans put people with access needs first.





We will make sure **Civil Defence facilities** are accessible.



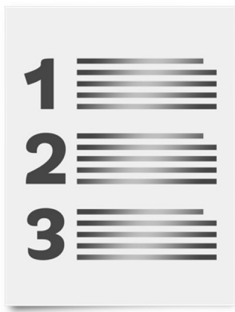
**Civil Defence facilities** are places you can go when you cannot be in your house because of an emergency.

Civil defence facilities might be in places like:

- schools
- marae.



We will think about safety in everything we do.



## The things we are going to do to meet Goal 4



We will work with people with access needs when we plan for emergencies.



We will speak up to **Civil Defence** about how to support people with access needs.



**Civil Defence** is in charge of:

- teaching people what to do in an emergency
- supporting councils to plan for emergencies
- assisting people when there is an emergency.





We will give training about people with access needs to groups like:

- **Māori Wardens**
- **community patrols.**



**Māori Wardens** work with the police to keep people safe.



**Community patrols** look out to stop crime in their community.

## Goal 5 – everyone is included



Goal 5 is about making sure everyone can take part in all the things the council does.



We think that the experiences of disabled people are important.



We will think about the things disabled people tell us when we make:

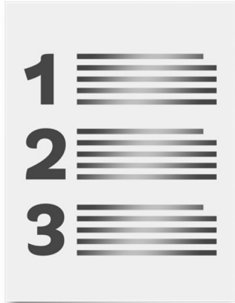
- plans
- choices.



People with access needs should have a say in everything their council does.



We want to fix anything that makes it harder for people with access needs to get a job with the council.



## The things we are going to do to meet Goal 5

We will support people with access needs to apply for council jobs.



We will find ways to make it easier for people to tell us:



- if we are doing a good job
- what we should change.



We will make sure that we have **public meetings** in accessible places.



**Public meetings** are meetings that everyone can go to.



Public meetings might be to:

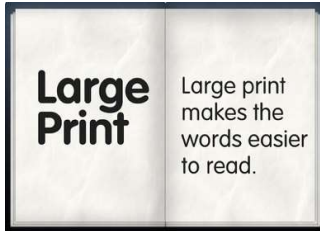
- give people information
- find out what people think.

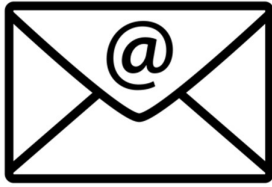
## More information



The Te Tai Tokerau Accessibility Strategy document is also in:

- New Zealand Sign Language
- large print
- audio
- Braille
- te reo Māori.





You can get in touch with the councils who wrote this information.



## Northland Regional Council

Phone: **0800 002 004**

Email: **info@nrc.govt.nz**

Post: **Private Bag 9021**

**Te Mai**

**Whangārei 0143**



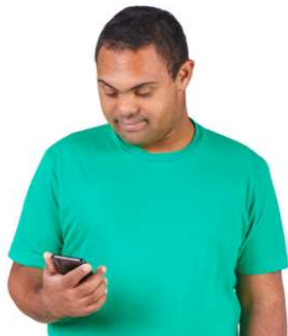
## Far North District Council

Phone: **0800 920 029**

Email: **email@fndc.govt.nz**

Post: **Private Bag 752**

**Kaikōhe 0440**







Kaipara Te Oranga  
**KAIPARA**  
DISTRICT  
Two Oceans Two Harbours



## **Kaipara District Council**

Phone: **0800 727 059**

Email: **council@kaipara.govt.nz**

Post: **Private Bag 1001**  
**Dargaville 0340**



## **Whangarei District Council**

Phone: **0800 932 463**

Email: **mailroom@wdc.govt.nz**

Post: **Private Bag 9023**  
**Te Mai**  
**Whangārei 0143**

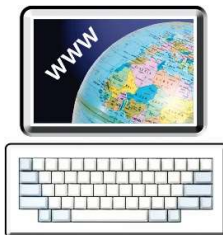


You can use the **New Zealand Relay service** to phone any of the councils.



If you find it hard to use the phone the **New Zealand Relay** service is for people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service at:

**[www.nzrelay.co.nz](http://www.nzrelay.co.nz)**



This information has been written by the councils of Te Tai Tokerau Northland.

It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.

The ideas in this document are not the ideas of People First New Zealand Ngā Tāngata Tuatahi.

Make it Easy uses images from:

- [Changepeople.org](http://Changepeople.org)
- [Photosymbols.com](http://Photosymbols.com)
- SGC Image Works
- Huriana Kopeke-Te Aho
- T. Wood.

All images used in this Easy Read document are subject to copyright rules and cannot be used without permission.