

Inclusive Communities

Guidelines about Disability for Territorial Authorities and District Health Boards

August 2007



Workbridge
Mahiri



CCS
disability action
Including all people

TE HUNGA HAUA MAURI MO NGA TANGATA KATOA

People First
Nga Tangata Tuatahi



ihc
IN YOUR COMMUNITY



we can!

DEAF ASSOCIATION OF NEW ZEALAND (INC)
Te Roopu Turi o Aotearoa



Deaf People Can

Nothing About Us Without Us

- Disabled people are of equal value to other people
- Disabled people have the right to be involved in decision-making
- Disabled people are not sick
- Disabled people have the right to live in the community
- Disabled people have the right to good homes
- Disabled people have the right to access transport (buses, trains, taxis, ferries and planes)
- Disabled people have the right to have information provided in a form that is accessible to their individual needs
- Disabled people have the same rights as all New Zealand citizens

This document was created by the Disabled Persons Assembly of New Zealand (DPA) and CCS Disability Action in a partnership initiative with People First New Zealand, IHC, Central Potential Inc, Workbridge and the Deaf Association of NZ Inc.

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Office for
Disability issues
Te Tari Mō Ngā Take Hauātanga
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Introduction

Disabled people and their families/whanau are a part of our community who are not well understood or recognised. The 2001 Census found that one in five New Zealanders is disabled.

Many decisions impacting on disabled people and their families/whanau are made by the elected members and staff of Councils and DHBs.

Disabled people and their families/whanau have many different roles with regard to Councils and DHBs - as users of services, staff, committee members, voters and candidates in elections.

This document:

- Describes general principles, key concerns and specific actions for Councils and DHBs to work on in partnership with disabled people and their families/whanau.
- Can assist Councils and DHBs to fulfil their legislative consultation obligations.
- Provides valuable insights to elected members and staff of Councils and DHBs, community advocates and the community at large.
- Draws on the collective wisdom of many individuals and organisations.

Executive Summary

This booklet has been produced to provide Territorial Authorities (Councils) and District Health Boards (DHBs) with information about how to include disabled people and their families/whanau in their work and planning.

We recognise many councils and DHBs are well down the path of responding to the issues contained in this document, and we applaud this progress.

This booklet will support and enable Councils and DHBs to have closer partnerships and relationships with disabled people and their families/whanau, leading to a more inclusive and responsive society for all New Zealanders.

This booklet highlights what disabled people already know only too well: what needs to change and happen to make New Zealand a better place to live for disabled people and their families/whanau. The vision of the *New Zealand Disability Strategy* - “a society that highly values our lives and continually enhances our full participation” - will start to be fulfilled when Councils and DHBs work **with** disabled people and their families/whanau.

Key points from the document are:

- One in five New Zealanders is disabled.
 - Disabled people and their families/whanau know best what needs to be change for them to be fully included in communities.
 - Consultation with disabled people and their families/whanau must happen before, during and after planning – it should not be an add-on.
 - Disabled people and their families/whanau must be seen as the experts on disability issues and paid accordingly.
 - Councils and DHBs should have disability advisory or reference groups to help advise them about their work.
 - Councils and DHBs need to take responsibility for reducing barriers for disabled people and their families/whanau in communities.
 - Disabled people and their families/whanau need to be able to access their communities using public transport.
 - Mobility parking must be managed well so that unauthorised use is eliminated.
 - There must be fair access to the Total Mobility Scheme.
 - Sign Language Interpreters are to be provided.
- Disabled people and their families/whanau need to be able to choose where they live, who they live with and who supports them in their homes.
 - There must be good services that support disabled people to obtain and maintain employment.
 - Disabled people and their families/whanau have significant skills to contribute to the labour market.
 - Disabled people must have good access to arts and recreation in their communities.
 - Health services for disabled people must be responsive and information about health services must be accessible to all disabled people.
 - Disabled people must have governance roles in disability support services.
 - Disabled Maori have the right to be supported in a way that is culturally appropriate and have whanau support.

Key Principles

Barriers and Assumptions

We no longer think of disability as something that individual people “have”. People have impairments. These can include sensory, intellectual and physical impairments. Disability is what happens when these impairments interact with an inadequate environment. The Government’s guiding document about disability, the *New Zealand Disability Strategy*, tells us:

Disability is the process that happens when one group of people create barriers by designing a world only for their way of living and taking no account of the impairments other people have. Our society is built in a way that assumes we can all see signs, read directions, hear announcements, reach buttons, have the strength to open heavy doors and have stable moods and perceptions.

Barriers can be found in:

- The built environment.
- Information and services.
- Social attitudes and behaviours.

The barriers that disabled people encounter often affect their families/whanau. People’s negative assumptions and expectations can also be a huge barrier in disabled people’s lives.

Disabled people and their families/whanau know that their lives are influenced by the decisions of Councils and believe Councils need to comply with the *New Zealand Disability Strategy*, that says:

The decisions that territorial authorities and non-departmental public bodies make also have a significant impact on the lives of disabled people. It is important that territorial authorities and other public bodies support and assist with implementing the *New Zealand Disability Strategy*, and ways of making this happen need to be considered in discussion with them.

An Ordinary Life

Like most people, disabled people just want to live an ordinary life.

The *To Have an Ordinary Life* report (2003) says this includes:

Having your life taken seriously, being able to give and receive love, having long-lasting friendships, having your cultural values respected, being given opportunities to grow and learn, and being valued by others for what you have to offer. These are the ordinary things which all New Zealanders and their families wish for.

Removing Barriers Benefits Everyone

The *New Zealand Disability Strategy* notes that:

Along with other New Zealanders, disabled people aspire to a good life. However, they also face huge barriers to achieving the life that so many take for granted.

Removing these barriers makes good sense socially and economically. For example, making all public buses accessible for disabled people has benefits in terms of increased accessibility for mothers using prams to carry babies.

Inclusion

Underpinning the *New Zealand Disability Strategy* is a vision of a fully inclusive society. New Zealand will be inclusive when people with impairments live in:

A society that highly values our lives and continually enhances our full participation.

Of Equal Value

Disabled people and their families/whanau believe that:

The life of a disabled person has equal value to, and shall be accorded the same rights, dignity and respect, as that of a non-disabled person. The rights of disabled people to make informed choices, without coercion, needs to be acknowledged and supported.

Human Rights

Disabled people and their families/whanau believe that:

Disabled people have equal rights to all other New Zealanders, including the right to participate in all aspects of economic, social and political life. These rights are protected by the Human Rights Act (1993) and must be enforced.

UN Convention on the Rights of Persons with Disabilities

These key principles have also been recognised internationally by the signing of the UN Convention on the Rights of Persons with Disabilities in March 2007.

Rights covered by the Convention include the right to participate in political life and the right to health care on the same basis as other people, taking the person's impairment into account. It also acknowledges that information on these rights should be available to people in a format which is accessible to them – such as New Zealand Sign Language or Braille.

Treaty Partnership

Disabled people and their families/whanau believe that:

Disabled Maori and their whanau have the same aspirations and right to live and fully participate in the communities they choose as do non Maori. This includes communities that are part of their whanau, hapu and iwi.

An ordinary life for disabled Maori is just this. Participating in these communities is about having the ability to access marae and te reo Maori in formats that are accessible to the disabled person.

Te Tiriti o Waitangi provides the foundation for the understanding and implementation of partnership between peoples. Partnership is essential between Maori and non Maori. Partnership is also essential between disabled Maori, their whanau and the communities in which they live in order for these communities to be fully accessible.

Case study

Hamilton City Council Disability Strategy launch

In February 2006, Hamilton City Council (HCC) and a large group of people from the disability community gathered at Garden Place to celebrate the launch of the HCC's Disability Strategy.

The Strategy is the work of two teams of players (one from HCC, the other from the CCS Waikato 'Access For All' group) that comprised the Disability Strategy Working Group.

The defining moment of the creation of the strategy was when the disability community turned out in such force at the consultation meetings early in 2005. More than 140 people attended the two meetings to express their vision for the city. The large turnout clearly demonstrated that the disability community exists and that they are prepared to make their contribution to Hamilton.

Without these people it would have been very difficult to convince the HCC that disabled people had issues about which they are passionate and about which something had

to be done. The major issue expressed at the meetings was the inaccessibility of pedestrian facilities.

The Disability Strategy marked the beginning of a new opportunity for the disabled community to participate in Hamilton's development and to raise the disability profile at a time when major developments of the central city streetscape design were to take place. Paul Gower, HCC Senior Policy Analyst, spoke on the development of the Strategy and how its basic aim was to 'enable participation'.

Kevin Churchill, Access Co-ordinator.

From Outburst, the CCS Waikato newsletter, May 2006.

Consultation – Local Government and DHBs

Local Government Act 2002

Section 10 of the Local Government Act (LGA) 2002 outlines one of the purposes of local government as being:

- (a) To enable democratic local decision-making and action by, and on behalf of, communities; and
- (b) To promote the social, economic, environmental, and cultural well-being of communities, in the present and for the future.

These are especially important in relation to consultation. Section 82 of the LGA outlines key principles in relation to consultation. These include the following:

- People who may be affected by, or have an interest in, Council decisions, should be provided with “reasonable access” to information in a manner and format that is appropriate to the “preferences and needs” of those people;
- People should be encouraged by the Council to present their views on the matter or decision;
- People, having been encouraged to present their views, should be given clear information concerning the

purpose of the consultation and the scope of decisions to be made.

Many Councils have set up Disability Reference Groups, consisting mainly of disabled people, to advise them on disability issues.

New Zealand Public Health and Disability Act 2000

The New Zealand Public Health and Disability Act 2000 provides for the establishment of DHBs. A legislated advisory committee for each DHB is the Disability Support Advisory Committee (DSAC).

DSACs are responsible for advising DHBs on “the disability support needs of the resident population of the DHB and priorities for the use of the disability support funding provided”. Any disability support provided must maximise disabled people’s independence in society and promote the inclusion of disabled people. Any advice provided also needs to be consistent with the *New Zealand Disability Strategy*.

General Principles and Recommendations Regarding Consultation:

- Disabled people and their families/whanau need to be included and represented on advisory and/or elected committees. Councils and DHBs should ensure that the majority of their Disability Reference Groups and DSACs are disabled people.
- Councils and DHBs should work in partnership with disabled people to provide appropriate disability awareness training for all staff.
- Any disabled people and their families/whanau who contribute to policymaking, practices and service development, do so on a fee-for-service basis, as for other people with recognised expertise.
- Councils and DHBs should provide information at no extra cost in accessible formats (e.g. Braille, audio, electronic, sign language, plain language) and all websites should be fully accessible.
- Venues for meetings are fully accessible and the needs of disabled people have been considered in meeting planning (e.g. providing New Zealand Sign Language interpreters and plain language summaries).
- The objectives of the *New Zealand Disability Strategy*

should be considered in all decision making.

- The following questions should be answered before policies are signed off:
 - What are the implications for disabled people and their families/whanau?
 - Have we ensured that disabled people and their families/whanau can access these processes/ services/facilities on the same basis as other people?
- Councils work with disabled people and their families/whanau and agencies such as DPA and Local Government New Zealand (LGNZ), to amend legislation including the LGA, Resource Management Act and Building Act to ensure that the objectives of *New Zealand Disability Strategy* are being furthered.

Recommendation for LGNZ:

Establish and resource an advisory group of disabled people and their families/whanau within the LGNZ structure. This group will provide input and feedback on the successful implementation of policies in relation to disability issues in local communities, including standards for local reference groups.

Case study

Scooter service lets Vanassa go shopping mad

Opening up Whangarei shops to disabled people is the aim of a mobility scooter trial in the central business district.

The mobility scooter is now available from the Whangarei Central Library in Rust Avenue, for people who have difficulty walking, to use for up to two hours. The trial is an innovation by the Whangarei District Council coordinated Disability Sector Reference Group. The group has already initiated a disabled parking work permit.

Chairwoman Vanassa McGoldrick says the use of a mobility scooter has worked well in other areas such as Christchurch, Wellington and malls in Auckland. Vanassa is usually exhausted after visiting one or two Whangarei shops but with the mobility scooter this is not an issue. Only larger shops have facilities for disabled customers, such as The Warehouse, who have a mobility scooter, and Farmers, who have a wheelchair.

Vanassa says she usually drives to Auckland several times a year to do her shopping, with malls such as St Lukes offering mobility scooters.

Buchanan's Home Healthcare and Mobility in Tikipunga, which has loaned a scooter until the end of March, sponsored the mobility scooter trial.

If the trial is a success Vanassa hopes that businesses and community groups will sponsor a number of mobility scooters in central town and the Town Basin area.

New Zealand Disability Strategy Objective 2: Ensure rights for disabled

By Denis Didsbury.

From Billboard, the CCS Northern Region newsletter, April 2007.

Specific Action Areas

Advocacy and Awareness

Disabled people and their families/whanau believe that:

Self advocacy is the strongest and most effective form of advocacy because it puts the person first and it promotes and enhances assertiveness, self-confidence and inclusion for disabled people.

The first Objective of the *New Zealand Disability Strategy* is to “encourage and educate for a non-disabling society”. The first two Actions within that Objective are to “develop national and locally-based anti-discrimination programmes” and to “recognise that it is disabled people who are experts on their own experience”.

To support this, Councils and DHBs need to ensure that:

- Community awareness programmes are led by disabled people and in conjunction with families/whanau and other consumer groups/agencies. These programmes need to highlight the positive contributions disabled people make to our communities.
- Self advocacy is developed by providing training

opportunities for disabled people. This will support the growth of disabled leaders in our communities.

- Provide adequate independent advocacy supports so that disabled people can have access to an advocate of their choice when needed.
- Acknowledge that disabled people and their families/whanau best understand their own experiences and needs, and should be consulted first when decisions impacting on their lives are being made.

Access to the Built and Natural Environments

Disabled people and their families/whanau believe that:

Everyone benefits from people having increasingly easier access to public facilities and buildings, and having adequate accessible transport to meet their needs.

To support this goal, Councils need to ensure that:

- All new and renovated buildings comply with the Building Act and NZ Standard 4121:2001, and that

exemptions are granted only in truly exceptional circumstances.

- Work towards all new buildings on flat land, including non-rental private dwellings, incorporating the concept of universal design by 2015. (For example, this means no front-door steps - a measure used in Great Britain).
- Buildings that display the International Symbol of Access comply.
- Buildings that display the International Symbol of Deafness comply.
- Buildings enable equity in access through visual alarms and information.
- “Accessible journeys” are put in place. This includes parking, appropriately graded kerb cuts and ramps, uncluttered pavements, tactile surfaces, audio and tactile traffic signals, and accessible toilets as well as auditory and visual announcements.
- Lifts in public buildings have voice-activated technology installed.
- Public parks, gardens, and walkways are made accessible.

Transport

Disabled people and their families/whanau believe that:

- Access to appropriate transport is the basic right of all people.
- All forms of transport and its infrastructure, in local communities and nationally, must be accessible to disabled people.

In 2005, the Human Rights Commission produced a report after undertaking an inquiry into the provision of accessible public land transport for disabled people - *The Accessible Journey*. The report covered required changes to legislation, regulations, policies and procedures for funding arrangements and improvements that can be achieved in the short term with minimal expenditure. It concluded that:

Significant numbers of disabled people in New Zealand have acute and ongoing difficulties with using public land transport services: buses, trains, taxis and the related services and infrastructure. This is despite the considerable progress that has been made in improving the accessibility of the public land transport system. An ageing population

means the need for accessible public land transport services will increase.

We endorse the key recommendations from the report that relate to Councils, including:

- Mandatory provision for the participation of disabled people in all public land transport planning, funding and implementation processes at central, regional and local government levels.
- Industry wide training in disability awareness and disability competency for all public land transport personnel.
- Territorial authorities review the number and location of set down and pick up places for disabled passengers using taxis and rigorously enforce clear bus stops.
- Bus providers take immediate steps to provide driver disability awareness and competency training to ensure increased accessibility.

Other actions that Councils can undertake include:

- Ensuring that all transport policies and contracts take into account the needs of disabled people, ensuring

access at no extra cost, and recognise demographic changes, i.e. ageing population.

- Where public transport exists, all new purchases must be fully accessible, including signage and announcements, and all existing inaccessible public transport should be phased out by 2015.
- Ensure that airports, ferry, train and bus terminals meet the needs of disabled people.

Mobility Parking

Mobility Parking is extremely important in supporting disabled people to access the wider community. Mobility parking ensures that disabled people are able to maintain socially valued roles in their communities in key areas such as employment and education as well as increasing opportunities to socialise.

Councils need to support Mobility Parking by:

- Taking a zero tolerance approach to ticketing vehicles using mobility parks without an approved permit.
- Instigating the use of other enforcement actions including towing and clamping of vehicles where possible.

- Ensuring that all mobility parks are clearly marked and meet, as a minimum, the NZ Standard 4121:2001.
- Ensuring that signage is visible and sends a clear message to drivers that misuse of a mobility park is unacceptable and carries penalties.
- Encouraging property owners and operators, including DHBs, to take enforcement actions against people misusing a mobility park. This could include clamping and/or towing.

Total Mobility Scheme

The Total Mobility Scheme is currently funded by Land Transport NZ (formally Transfund) and Regional Councils. The scheme provides subsidised transport services by way of:

- Taxi vouchers that provide a discount (50% in most regions) on the normal taxi fare; and
- Funding assistance for the purchase and installation of wheelchair hoists in taxi vans.

To complement public transport, Councils need to ensure that the Total Mobility Scheme:

- Increases independent access to the community. No restrictions on the reason for travel.

- Recognises that for some disabled people public transport is not always available or useable.
- Provides reimbursement of the costs of the Scheme to external administrators.
- Provides incentives so that there is an adequate number of mobility taxi vans on the roads and provides access to rural areas.

Accommodation

Disabled people and their families/whanau believe that:

Accommodation support and housing policies must actively promote the right to human dignity and the right of the individual to choose their own lifestyle and accommodation options.

The *New Zealand Disability Strategy* reports:

Disabled people often have reduced housing options because of poverty or factors such as discrimination when neighbours object to supported houses being established in their area.

Councils and DHBs need to work together with disabled

people and their families/whanau to ensure that:

- Disabled people are supported to live in a home of their choice within their local community.
- Accessible and affordable housing is available for disabled people.
- Accommodation options are developed to allow young disabled people to live as they choose.
- Disabled people living in rural areas are supported to live in their chosen communities.

Employment

Disabled people have an extensive skills base that is presently under-utilised. The current labour shortage can be significantly eased by fuller employment of disabled people. Employment is an important part of the lives of working age people and is particularly valued by disabled people.

Councils and DHBs can positively influence their local economies and the lives of disabled people and their families/whanau by increasing opportunities for disabled people to access paid employment by:

- Leading by example and actively employing disabled people themselves

- Acknowledging and promoting the benefits of employing disabled people to local employers.
- Supporting disabled people to access and maintain paid employment by coordinating support services and community resources.
- Supporting work with young disabled people to transition from school into further education and employment.
- Ensuring that Councils and DHBs have equal opportunities for employment for disabled people.

Arts and Recreation

Disabled people and their families/whanau believe that:

All people have the right to seek and gain fulfilment in life through participation in arts, recreation, leisure or sporting activities in their community.

Councils need to work in partnership with disabled people and their families/whanau to ensure that:

- Disabled people have opportunities to create, perform and develop their own arts, and to access all arts activities as practitioners, participants and audiences.
- Arts, recreation and sports administrators and

organisations work in partnership with disabled people and their families/whanau to learn how to create inclusive opportunities for participation.

- Disabled people and their families/whanau are supported to develop, lead and run recreation and sports activities that celebrate diversity and culture.
- Disabled people and their families/whanau are included in community social activities.
- Disabled people and their families/whanau are included in community and tourism campaigns. Disabled people's needs are met whether they are hosts, visitors or tourists.
- All staff working in the areas of arts and recreation receive appropriate training in disability awareness delivered by disabled people.

Health Services

Disabled people and their families/whanau believe that:

Disabled people have the right to receive a range of quality and appropriate health services. Health care must, with informed consent, provide a maximum of choice and personal input and take full account of the particular needs disabled people may have.

It is important to remember that disability is not a health issue. However, disabled people have health needs which may be specific to their impairment.

DHBs need to work with disabled people and their families/whanau to ensure that:

- Only disabled people or people who identify with disability, for example family members, are the non-board members for DHB Disability Services Advisory Committees, and that disabled people make up the majority of the committees.
- DSACs are not subsumed by other committees such as the Community Public Health Advisory Committee.
- The funding for health services and disability support services are clearly distinguishable, and transparent processes are in place to ensure appropriate spending.
- Disabled people receive appropriate personal and mental health care, taking into consideration people's cultural and ethnic origins and gender, with the maintenance of privacy.
- Doctors, nurses and other health care professionals have ongoing disability awareness training provided by disabled people.

- Medical research and ethics procedures include informed consent and ethical input from disabled people, particularly from those whose impairment is being researched.
- The complaints process needs to be accessible and easy to use. Everyone must receive information about the complaints process in their preferred accessible format.
- Mental health service users are the majority of people involved in developing and monitoring mental health policy issues.
- Information about personal health issues or treatments is made accessible to the person receiving them.

Disability Support Services

Disabled people and their families/whanau believe that:

Disabled people and their families/whanau must receive the services and other support or assistance that may be needed to reduce the disabling effects of impairment. Services should be designed so that disabled people have a full, meaningful and constructive life of their choosing.

DHBs manage Disability Support Services (DSS) for people 65 years old and over. Disabled people and disability organisations are concerned that disability support is not seen by DHBs as a health issue. It is imperative that DHBs have input from disabled people and their families/whanau to ensure that services for people over the age of 65 years are appropriate to older people who may also have lived their life experiencing disability.

DHBs need to ensure that:

- All DSS are delivered consistent with the *New Zealand Disability Strategy*, with an understanding of impairment and disablement, and that medicalisation of DSS services does not occur.
- Contracts with DSS providers include mandatory ongoing training for staff in all aspects of impairment and disability.
- They consult with the disability sector to develop a set of principles and best practice for the delivery of DSS services.
- Census data is used as a basis for purchasing and planning decisions, particularly in relation to unmet needs.

- Contracts with DSS providers ensure that a majority of disabled people are on providers' governing boards, and that disabled people have input into all service decisions.
- Development occurs of service organisations and services of, by and for:
 - Disabled people;
 - Disabled Maori;
 - Disabled Pacific people and other ethnicities.
- Collaboration with other DHBs on national contracts with national DSS providers occurs.

Case study

Disability awareness at Dunedin Hospital

In 2003, a joint project between CCS Otago and the Otago District Health Board was undertaken. The aim was to identify any barriers (as defined by a reference group made up of disabled people and parents of disabled children) and a systems and practice audit of two wards at Dunedin Hospital - one medical, one paediatric.

The focus of the audit was on the actual experience of people with disabilities and their families and it examined the admissions procedures, patient services and the discharge process.

The reference group identified a number of systems and processes that could be improved, including rewriting forms, physiotherapist visits on the ward, issues of accessibility within and onto the ward, provision of a discharge pack for families and having a key support worker who can help families coordinate the services their children need.

Project co-ordinator Anna Jameson says that while further audits of other ODHB services did not take place it was a valuable exercise and we have created a useful tool that could easily be used to undertake audits in other district health boards. One of the key successes was being able to make a real difference in the lives of families with disabled children who were frequent hospital users.

The families noted in the audit how frustrating it was having to repeat their story about their child's disability many times when being admitted. As a result of this audit, the paediatric management decided that summary sheets should be included in the front of the files of the disabled children who were frequent hospital users.

This change will make a positive difference and highlighted how hospital management were able act on some of the issues impacting on disabled people using the hospital's services.

Terms We Have Used

This Term...	Means This...
Disabled person	Person with an impairment - whether physical, intellectual, emotional or otherwise - who experiences disabling environments or attitudes as a result
Disabled people and their families/whanau	Disabled people, together with their families/whanau, friends and unpaid carers. Disabling attitudes and environments often affect this whole group
Disability Sector	All organisations and people whose purpose focuses on disabled people or their families/whanau - including DSS providers, funders, policymakers and advocacy organisations
NZDS	<i>The New Zealand Disability Strategy</i> - the Government's guiding document for improving how publicly-funded organisations deal with the needs of disabled people and their families/whanau
LGNZ	Local Government New Zealand
Total Mobility Scheme	Regionally-managed system for subsidising taxi services for disabled people unable to access other forms of public transport
DSS	Disability Support Services funds common supports for disabled people and their families/whanau
DHB	District Health Boards provide secondary health services for everyone and DSS services for people over 65 years old
DSAC	Disability Services Advisory Committee to a District Health Board
LGA	Local Government Act
DSS Provider	An organisation that provides disability support services to disabled people or their families/whanau

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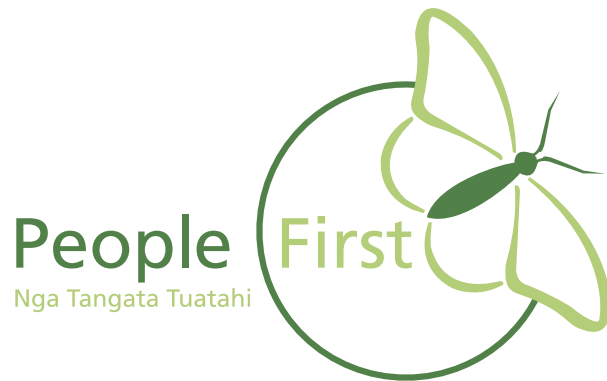
This document is a partnership initiative between DPA, CCS Disability Action, People First, IHC, Central Potential Inc, Workbridge and the Deaf Association of NZ Inc with support from the Office for Disability Issues.



DPA is the national assembly of people with disabilities. It is an umbrella organisation for the full range of people with disabilities in New Zealand. DPA has some 1,200 individual members who either have disabilities themselves, or are the parent, or guardian of a person with a disability and 300 corporate members who represent or deliver services to people with disabilities. DPA advocates across the range of age and impairment at a societal level and this issue-level advocacy is grounded in human rights.

DPA (New Zealand)

Level 4,
173-175 Victoria Street
PO Box 27-524,
Wellington 6035, New Zealand
Ph/TTY: 04 801 9100
Fax: 04 801 9565
Email: gen@dpa.org.nz
Web address: www.dpa.org.nz



People First New Zealand, Nga Tangata Tuatahi, is a national self advocacy organisation that is led and directed by people with learning (intellectual) disability. People First is here to make sure that people with learning disability are speaking up for ourselves and have a direct voice with government. It is no longer ok to speak on our behalf - with the right support we can do it ourselves.

People First has around 30 local groups across New Zealand where we come together to learn about our rights and have a safe place to talk about things that might not be going well for us. It is also a place where we can support each other and learn about things that are happening in our communities and learn how we may work with our communities to make them better places for people with learning disability to be.

People First New Zealand, Nga Tangata Tuatahi

National Committee Office:

Level 4 Century City Tower, 173-175 Victoria Street

PO Box 9199, Marion Square,

Wellington 6141, New Zealand

Tel: 04 381 3242 or 0800 20 60 70

Email: mail@peoplefirst.org.nz

Web address: www.peoplefirst.org.nz



Central Potential-Te Rito Mäia

He Ratonga Kotuitui Tautoko

Central Potential Inc is a mental health consumer-run service covering the Central Region DHB areas of C&CDHB, Hutt Valley, Wairarapa, MidCentral, Whanganui & Hawkes Bay. We are currently contracted to deliver services that focus on systemic advocacy, peer services, networking locally, regionally, nationally and internationally; building positive working relationships with all services that affect the lives of people with experience of mental illness and addictions. We offer sponsorship for training and conference attendance for all adults with experience of mental illness and/or addictions with the central regional DHB catchment.

Central Potential-Te Rito Mäia

He Ratonga Kotuitui Tautoko

Level 6 West Wing, Education House, 178 Willis Street,

PO Box 9762, Marion Square, Wellington 6011

Phone: (04) 382 9600 or free phone NZ only: 0800 837 486

fax: (04) 384 3308

admin@cp-teritomaia.org.nz

regional.manager@cp-teritomaia.org.nz

Web address: www.cp-teritomaia.org.nz



TE HUNGA HAUA MAURI MO NGA TANGATA KATOA

CCS Disability Action is a national non-profit organisation that provides a range of services each year to several thousand disabled people, their families/whanau, and their communities. This document is part of CCS Disability Action's commitment to community development.

We have recently changed our name to “CCS Disability Action”, reflecting our determination to work with, and support, all disabled people to have the same right to relationships, learning, recreation, work and community as everyone else. “Including all People” reflects our vision for ourselves as New Zealanders, the way we need to think and behave toward each other in our families, whanau and wider communities. Our new logo captures the need for New Zealanders to link with one another and to acknowledge and draw on their differences to create stronger, more bonded communities that are truly accessible to all.

CCS Disability Action

Level 1, 86-90 Vivian Street
 PO Box 6349, Marion Square
 Wellington 6141, New Zealand
 Ph: 04 384 5677
 Fax: 04 382 9353
 Email: info@ccsdisabilityaction.org.nz
 Web address: www.ccsdisabilityaction.org.nz



IHC New Zealand Incorporated (IHC) is a community-based organisation advocating for, and providing services and support to, people with an intellectual disability and their families. We have a proud history which reaches back 57 years to a group of families who set up an association to lobby for a better deal for their children. IHC remains firmly committed to the values these early parents represented - the inclusion of all people with intellectual disabilities in their local communities.

We believe that people with an intellectual disability have the right to be part of a family, to be treated with respect and dignity, to have a say in their own lives, to live, learn, work and enjoy life as part of the community, and to have support that meets their goals and aspirations.

IHC

Level 15, Willbank House

57 Willis Street

Po Box 4155

Wellington, New Zealand

Ph: 04 472 2247

Fax: 04 471 5759

Email: nationaloffice@ihc.org.nz

Web address: www.ihc.org.nz



Workbridge is a not for profit national organisation with 27 branches, that has been operating since 1990. We provide a professional employment service for people with all types of impairments and injuries, where the effects are likely to last more than six months. We are contracted to “place” 4,220 disabled people into work each year.

Workbridge also administers Support Funds on behalf of the Ministry of Social Development. This funding is available to help with additional costs directly relating to a person’s disability when in work or training.

Workbridge

National Office

Ground Floor, gen-i Tower

Cnr Customhouse Quay and Waring Taylor Street

PO Box 2560

Wellington 6140

Phone: 04 913 6422 or

Toll free on 0508 858-858

Fax: Toll free on 0800 080-715

Web address: www.workbridge.co.nz

DEAF ASSOCIATION OF NEW ZEALAND (INC)

Te Roopu Turi o Aotearoa



Deaf Association of NZ, led by a Board with Deaf community members is striving to achieve full access and participation for all Deaf in Aotearoa New Zealand.

DANZ Service staff are employed to meet the needs of their local Deaf communities. The offices deliver a variety of services to a wide range of Deaf and hearing persons, from 15 years and upwards. These services include needs assessment, service co-ordination, equipment assessment, information and advice, supported employment and an interpreter service in order to equip Deaf people with the right knowledge, information, resources and skills to enable them to be independent in the community.

The Deaf Association of NZ has 13 offices nationwide and one outreach service throughout the country; and is the New Zealand national organisation member of the World Federation of the Deaf (WFD).

Deaf Awareness is an important part of our work, as is promoting New Zealand Sign Language, the third official language of New Zealand.

Members of the New Zealand Deaf Community identified three key goals:

1. Increase Deaf Awareness in NZ
2. Improve Access to information and services
3. Advancement as individuals and as a community

Deaf Association of NZ Inc

Deaf Association of NZ Inc.
1836 - 1848 Great North Rd, Avondale
PO Box 15-770, New Lynn, Auckland
Telephone / TTY: 09 828 3282
Fax: 09 828 3235
Text: 021 923 131
Web address: www.deaf.co.nz

