



**ROTORUA
LAKES COUNCIL**

ACCESSIBILITY POLICY

Rotorua Lakes Council Workshop, July 10, 2024

WE WILL COVER:

1. Background
 - Context
 - Key terms
 - Rationale – the ‘why’
 - The policy process
 - What we’re hearing from the community
 - The case for investment
2. Pause for discussion
3. Current state
4. High level insights
5. Pause for discussion
6. Implications – testing options



IN 2013...

17,040
disabled
people

24%

+ Short term

↑ Aged

5,505
hearing

10, 113
Physical

4, 098
Psychological

↑ Māori



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KEY TERMS

Access/ accessibility/ barrier-free

1. Access/ accessibility/ barrier-free
2. Disability
3. Impairment
4. Non-disabling
5. Tangata/ tāngata whai kaha
6. Universal design



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ACCESS FOR ALL

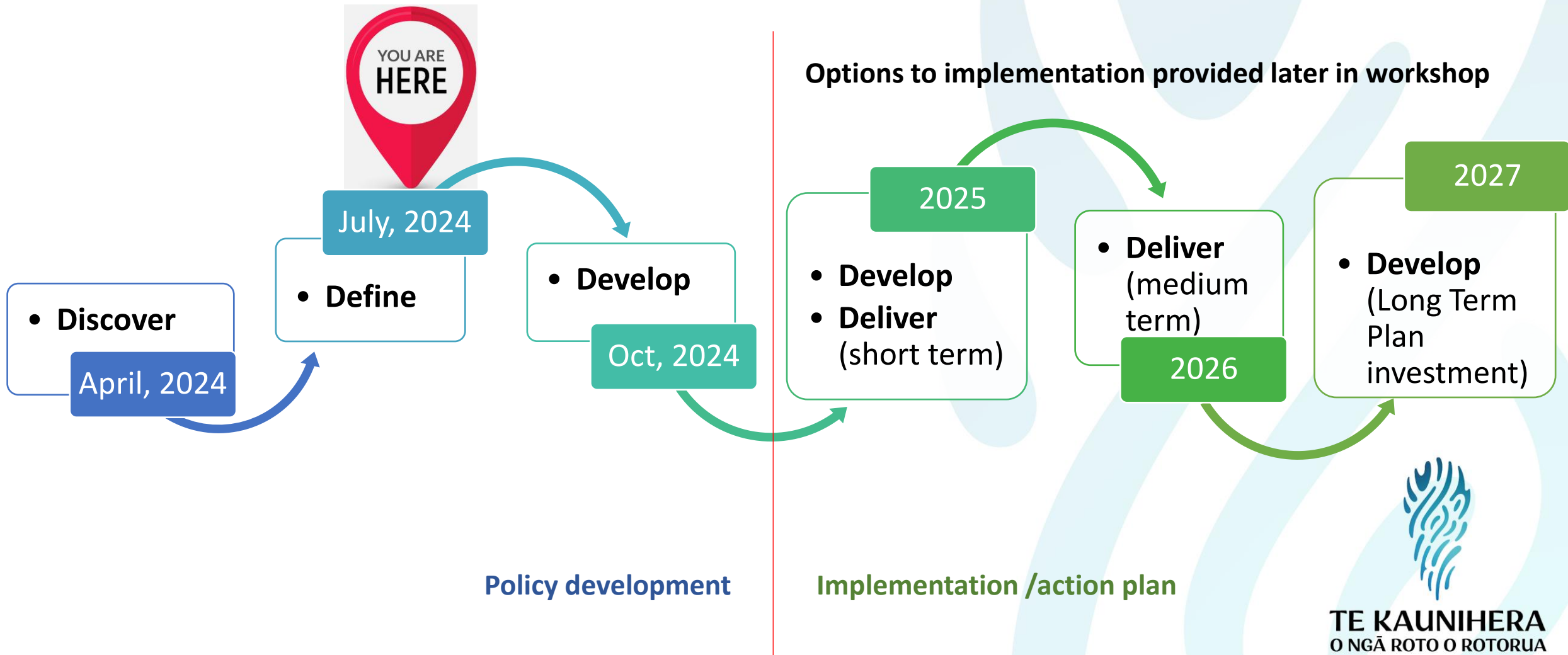
Why do we need a policy for this?

- RLC currently has no formal position on what we want to see
- Throughout different stages of our lives we experience access differently
- Design with people with impairments at the centre
- Ensure a higher standard of access
- A Better Rotorua for All



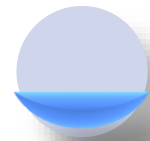
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THE PHASED CHANGE PROCESS



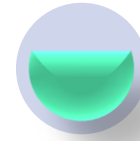
UNDERSTANDING THE PROBLEM

Our method to hearing from disabled community



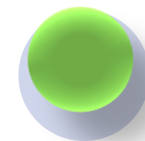
5

1-1 discussions



31

Focus Group
participants



48+

Survey
respondents

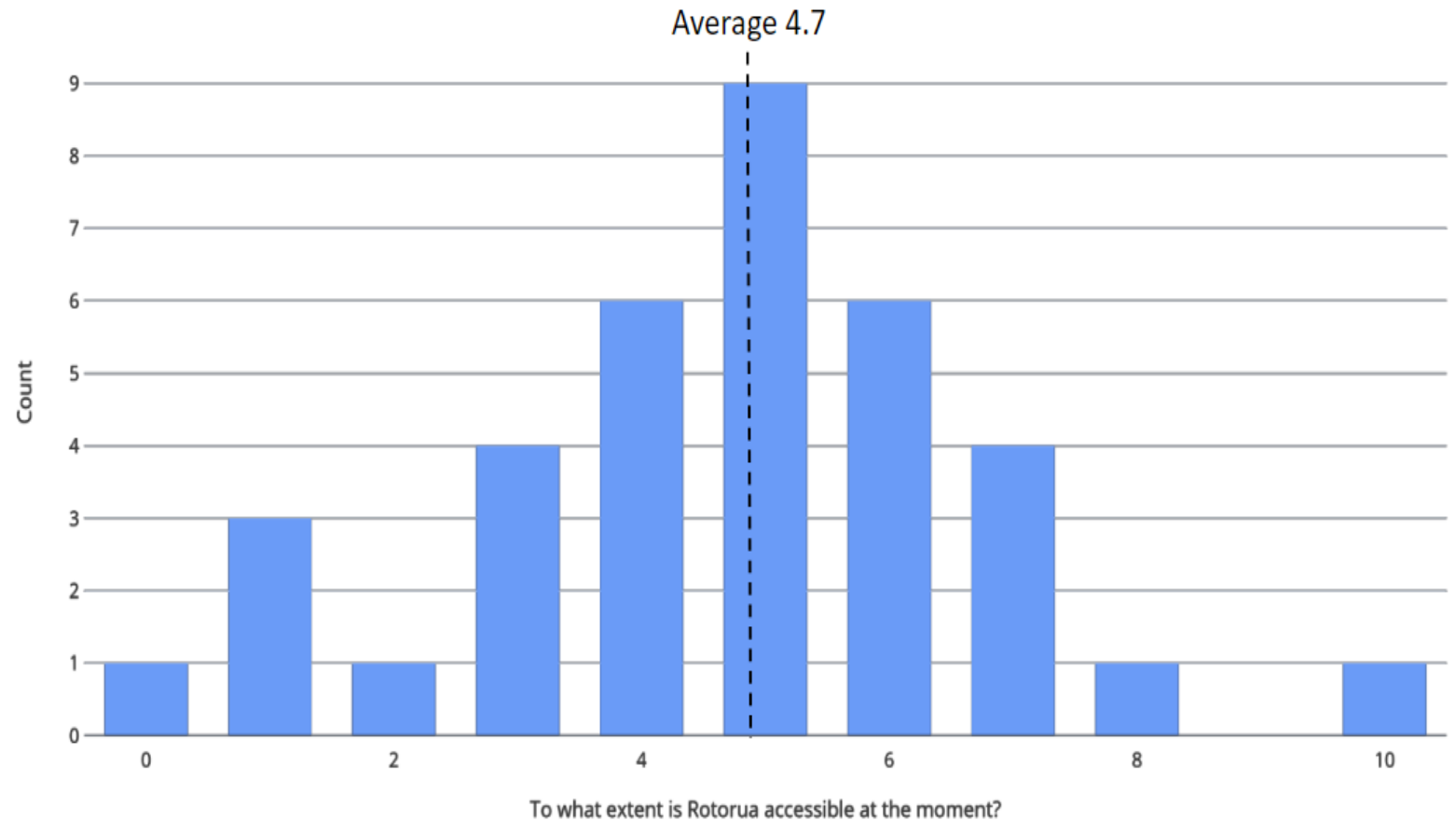
500+ data
points



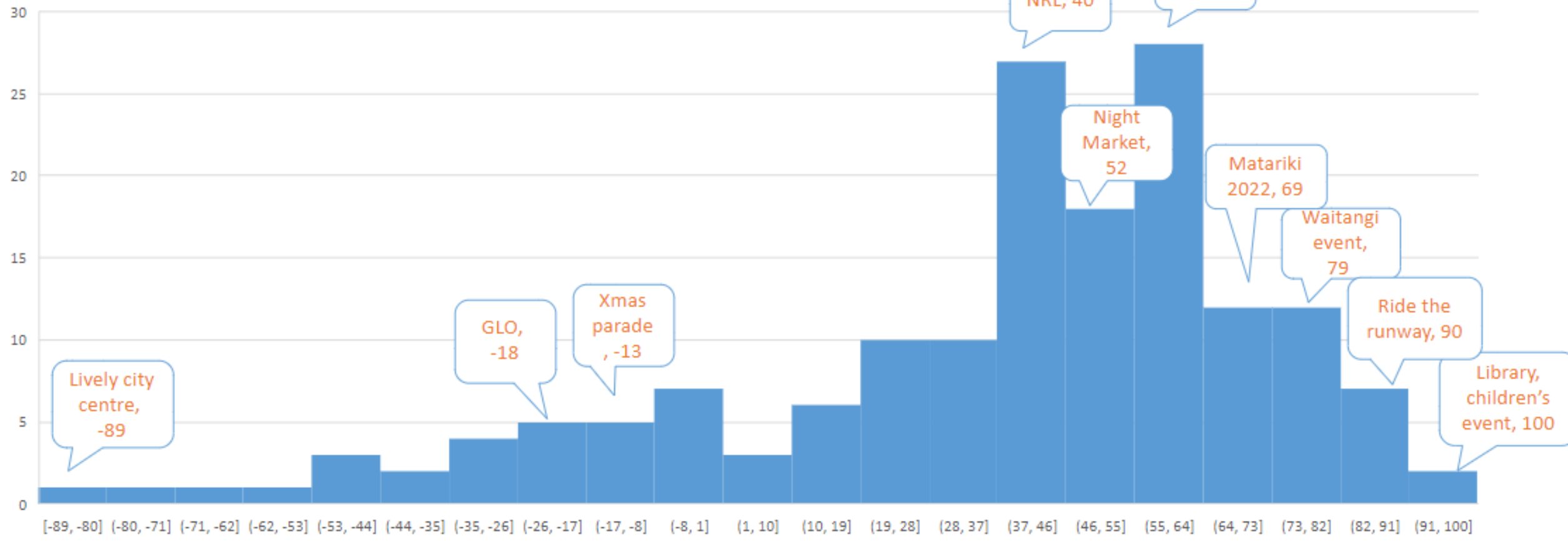
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EARLY DATA FROM SURVEY...

To what extent is Rotorua accessible at the moment?



Distribution of RLC Net Promoter Scores from 160+ measures



NPS Range of scores

Rotorua is accessible, -80

ECONOMIC CASE

- People in work
- Increased spending power
- Opportunity to grow our role in the knowledge economy
- Opportunity to attract a whole new market in our visitor economy



SOCIAL CASE

- Our people are seen because they can participate
- Making meaningful contributions
- Accessibility for all improves participation potential for everyone
- Be known for being an inclusive city with barriers to access removed





DISCUSSION PAUSE

- How is this feeling?
- Does the data and information so far resonate with what you are hearing from the community?



CURRENT STATE



- Access to the natural environment, forest, lakes, coast
- Children with disabilities are well received and acknowledged in public
- Using the bus – transit app (independence)
- Reasonably flat terrain – makes getting around easier
- Parking time allocation is good
- Collaboration for footpath on Long Mile Road



CURRENT STATE



- Parking / Transport
- Toilets
- Paths, curb cuts, crossings
- Events and venues
- Information and communication
- Attitudes
- Visibility
- Representation/ participation
- Every thing is harder for us and takes longer we need you to understand that and remove barriers



INSIGHT 1.

COUNCIL AS LOCAL LEADERS

- We are role models
- We educate and encourage others
- Our people have expertise and capability required to improve
- Capabilities and knowledge are institutionalised
- We share knowledge and information
- We are informed about the capabilities of external suppliers
- Knowledge is democratized - open tracked, subject to scrutiny

“Council can model designs [of] what ‘good looks like’ that can influence private sector”



INSIGHT 2.

DELIBERATE, THOUGHTFUL DESIGN THAT IMPROVES ACCESS

- Accessibility is embedded in all Council processes
- Formal policy driven standards around...
 - Roads
 - Parking
 - Bathrooms
 - Paths
 - Parks
 - Events
 - Information and communications
 - employment

“things can sometimes tick the compliance box, but not the experience box”



INSIGHT 3. INDEPENDENCE, DIGNITY AND JOYFUL LIVES

- Full 'barrier free' participation
- Careful planning and consideration around...
 - Wayfinding
 - Information and communication
 - Improved and increased number of accessible facilities
 - Events
 - investment

"I don't go to certain places because of lack of [suitable] toilet facilities...[success is] when no-one has any anxiety about going to an event"



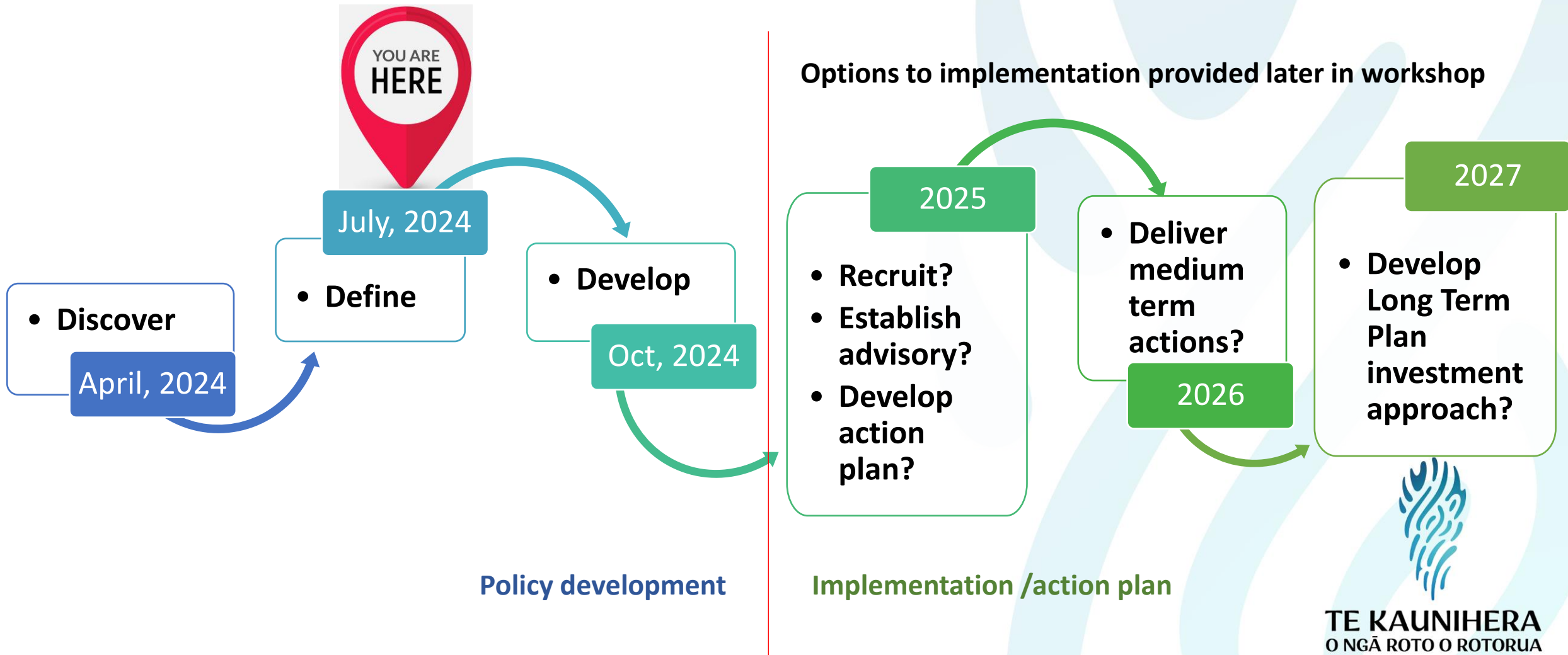


DISCUSSION PAUSE

- Is anything here surprising you?
- What thoughts/ revelations are you having about what we are sharing?



THE PHASED CHANGE PROCESS



3 OPTIONS...

1

Provide guidance
Distributed capability model
Manage within existing budgets
Review and prepare for the next LTP

2

As for 1 +
Targetted SME recruitment

3

As for 1 +
Dedicated disability SME role
Additional resourcing agreed



Kia ora



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