

Including people with disabilities

INFORMATION FOR THE CDEM SECTOR [IS 13/13]



Resilient New Zealand
Aotearoa Manahau

New Zealand Government

Including people with disabilities

Information for the CDEM sector

Information Series [IS 13/13]

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Foreword

Our objective in civil defence emergency management (CDEM) is to make communities as resilient as they can be to the hazards and risks we face. The responsibility for generating resilience in communities lies primarily with local authorities.

To be effective in generating this resilience, a partnership between the community and the council is required during readiness, response, and recovery. Community preparedness, facilitated by local authorities, will come from understanding the community and how it works, and involving them in planning.

The message from people with disabilities in Canterbury is very clear: “Nothing about us without us”. This means full participation in all aspects of CDEM, not just consultation.

There is a strong willingness among people with disabilities to work with local authorities to ensure that CDEM is delivered in disability-inclusive ways.

By partnering with people with disabilities and their wider networks, CDEM organisations can gain not only an understanding of the requirements of these members of the community, but also their strengths.

This document has been developed to address an identified gap during the response to the Christchurch earthquakes.

The main audience for this document is CDEM practitioners, and its development has involved a number of stakeholders, including the Office for Disability Issues, the Ministry of Health, the Disabled Person’s Assembly, other disabled people’s organisations, and CDEM Groups. Thus it indicates my commitment to ensure people with disabilities are included in all aspects of CDEM.



A handwritten signature in black ink, appearing to read 'John Hamilton'.

John Hamilton

Director of Civil Defence Emergency Management

Contents

- Section 1 Introduction5**
 - 1.1 The Aotearoa New Zealand context.....5
 - 1.2 About this document5

- Section 2 The partners7**
 - 2.1 People with disabilities.....7
 - 2.2 Civil defence emergency management (CDEM).....10

- Section 3 MCDEM documents12**
 - 3.1 Relevant MCDEM documents.....12
 - 3.2 Information that will be included.....12
 - 3.3 Examples of relevant text.....14

- Appendix A Examples from the PIM Guideline16**
- Appendix B Information sources18**

SECTION 1 INTRODUCTION

1.1 The Aotearoa New Zealand context

People with disabilities along with their wider network of family/whānau, friends, and supporters make up a considerable section of any New Zealand community. The likelihood of disability increases with age, so the aging population means the number of people with disabilities is increasing.

People with disabilities have the same human rights as their non-disabled peers. The United Nations Convention on the Rights of Persons with Disabilities ensures that the human rights of all people with disabilities are respected, guaranteed, and valued the same as everyone else, regardless of where they live and their socio-economic status.

The New Zealand Disability Strategy's vision is for a society that highly values the lives and continually enhances the full participation of people with disabilities.

Local government has a key role in ensuring mainstream services are inclusive of people with disabilities and are delivered in non-discriminatory ways. All civil defence emergency management (CDEM) services and activities are provided for and need to be accessible by every member of the community.

The requirements of people with disabilities of all ages need to be fully integrated with community readiness, response and recovery. This document focuses on a disability inclusive approach to civil defence emergency management.

1.2 About this document

The **intended audience** of this document is anyone with an interest in how the Director of CDEM intends to provide guidance on meeting the requirements of people with disabilities when carrying out CDEM, including:

- CDEM personnel
- people with disabilities and disabled people's organisations (DPOs)
- families' and parents' organisations, and
- disability service providers.

CDEM personnel are **required** by the Director of CDEM to ensure that all planning, response, and recovery arrangements accommodate people with disabilities.

The **purpose** of this document is to outline the ways in which guidance from the Director of CDEM will include provisions for people with disabilities.

Background of this document

Following the Canterbury earthquakes, the Office for Disability Issues approached the Ministry of Civil Defence & Emergency Management (MCDEM) to co-facilitate a national Disability Symposium (the Symposium). The purpose of the Symposium was to learn from the experiences of people with disabilities during the Canterbury earthquakes.

The Symposium was held in Christchurch in May 2012 for people with disabilities local to Canterbury, health and disability service providers, DPOs, and people from a range of organisations working in emergency management including CDEM and emergency services.

The Symposium was hosted by Ngai Tahu and the Disabled Person's Assembly Christchurch and Districts, and organised in partnership with a number of government and non-government organisations.

During the Symposium, certain aspects of how CDEM agencies work with people with disabilities were acknowledged as needing improvement. The Director of CDEM is committed to providing guidance on disability inclusive emergency management for the CDEM sector.

Disability inclusive topics

MCDEM guidance aims to support CDEM organisations to improve their engagement with people with disabilities before, during, and following an emergency, by including the following information in the relevant MCDEM documents:

- the importance of working in partnership with people with disabilities, DPOs and, where relevant, other disability organisations with advocacy, information, and service provider functions to find out what is needed
- specific issues related to disability inclusive CDEM and how to address them, and
- where to get more information.

Mainstreaming information about people with disabilities

The information will be incorporated into all relevant MCDEM documents, rather than into a new standalone document, because:

- it provides an inclusive approach to people with disabilities
- the information is more easily available for personnel who carry out any relevant CDEM tasks
- a stand-alone document is less likely to be referred to during an emergency, and
- information about disability inclusion can be included in the current review of MCDEM documents.

Accessibility

In this document, 'accessibility' refers to characteristics of the built environment, and of information and communication systems, that enable their use by all members of the community, regardless of people's cultural or ethnic identity, or their age, and including people who have physical, sensory, neurological, mental, or intellectual impairment.

SECTION 2 THE PARTNERS

2.1 People with disabilities

“Disability results from the interaction between someone with an impairment (physical, sensory, neurological, intellectual, and/or mental) and attitudinal and environmental barriers that hinder their full and effective participation in society on an equal basis with others” (taken from the preamble to the *United Nations Convention on the Rights of Persons with Disabilities*).

Barriers exist in the built environment, information, services and in social attitudes and behaviour.

Approximately one in five New Zealanders of all ages have a disability. People may have more than one disability, and two individuals with the same disability may have very different experiences and needs. Not all people with a disability (e.g. older people) may identify with having a disability.

Partnerships

People with disabilities are the experts on the impact of disability in their life, and on what is required to ensure their full inclusion and effective participation in society.

Ensuring that CDEM is inclusive of people with disabilities in non-discriminatory ways is best achieved by partnering with people with disabilities and disabled people’s organisations (DPOs). Many people with disabilities also have disability service providers involved in their lives. In many cases, these service providers should be involved as well.

Examples of ways to work in partnership include having representatives of people with disabilities in CDEM consultation and evaluation processes, and having people with disabilities employed in CDEM offices, and as advisors, or educators about people with disabilities.

Strengths

People with disabilities and DPOs can provide expertise on the impact of disability.

Many people with disabilities can offer much more than simply providing advice on their requirements. It is important to consider the whole person when interacting with someone with a disability, otherwise valuable skills and experience will be overlooked.

Disability service providers have technical and professional expertise, and may have resources (including outside the impacted area) that can be drawn upon in preparedness, response and also in recovery efforts.

Disabled people’s organisations (DPOs)

DPOs are governed by, consist of, and represent people with disabilities across New Zealand.

The Disabled Person’s Assembly (DPA (NZ) Inc.) is the only national, pan-disability DPO. Other DPOs are impairment specific in focus and membership.

2.1.1 Key disability organisations

The following resources provide information relating to people with disabilities that may be useful to CDEM personnel at a regional/local or national level.

Information on tools that may assist CDEM personnel in implementing recommendations for people for disabilities will be included in MCDEM documents as relevant.

Age Concern

Age Concern promotes healthy, active ageing to people of all ages, and works in cooperation with other organisations. Age Concern works for the rights and wellbeing of older people and towards an inclusive society, where older people are respected, valued, supported and empowered. More information is available on their website www.ageconcern.org.nz.

Association of Blind Citizens of New Zealand

The Association of Blind Citizens of New Zealand (Blind Citizens NZ) is a national organisation of, and for, blind citizens of New Zealand. Blind Citizens NZ advocates on blindness-related issues and assists government and health agencies, local authorities, utilities and other organisations in improving services to blind people. Blind Citizens NZ provides opportunities for blind people to meet, socialise, and support each other by sharing information and experiences. Their website is www.blindcitizens.org.nz.

Balance New Zealand Bipolar and Depression Network

Balance New Zealand Bipolar and Depression Network (Balance New Zealand) promotes the wellbeing of those affected by mental illness with a focus on mood disorders. Balance New Zealand provides information, education, support, training, advocacy, and research. Balance New Zealand actively collaborates with other national and international organisations and initiatives. More information is available on their website www.balance.org.nz.

CCS Disability Action

CCS Disability Action is a provider of support and services to people with physical disabilities and also advocates for the rights of people with disabilities. Their website is www.ccsdisabilityaction.org.nz.

Deaf Aotearoa New Zealand

Deaf Aotearoa is a nationwide provider of services to Deaf people. Deaf Aotearoa is Deaf-led and works with government agencies, businesses and other organisations to provide information and resources on life for Deaf New Zealanders, Deaf culture and New Zealand Sign Language. This includes making sign language videos.

Information available on their website www.deaf.org.nz includes:

- New Zealand Sign Language
- Get Ready Get Thru - DVD in New Zealand Sign Language.

Deafblind (NZ)

Deafblind (NZ) Incorporated represents and promotes the interests of people who are deafblind, i.e. people with the unique dual sensory condition of vision and hearing impairment. It advocates for improved services through Government and recognised agencies providing services to people who are deafblind.

Disability reference groups

Some local authorities work with disability reference groups that provide advice on a range of issues related to disability.

Disabled Person's Assembly

Disabled Person's Assembly (DPA) is an independent umbrella organisation representing people with impairments, their families, disability advocacy organisations, and disability services providers. DPA provides advice and information about matters relevant to New Zealanders who have disabilities and includes a national network of regional assemblies which advocate on local issues. Their website is www.dpa.org.nz.

District health boards

District health boards (DHBs) fund and provide health services in their areas. Some DHBs have disability community liaison/advisory committees. DHBs are listed on the Ministry of Health website www.health.govt.nz.

Health and Disability Advocacy Service

The Health and Disability Advocacy Service was established under the Health and Disability Commissioner legislation. The service helps people to find out about their rights as consumers of health and disability services and to find an independent advocate. Their website is advocacy.hdc.org.nz

Hearing Association New Zealand

The Hearing Association New Zealand aims to improve the quality of life and ensure the rights of all persons with a hearing loss, their family/whānau, and all who support them. It supports 32 separate associations to raise the profile of hearing issues, provide information including advances in technology, and ensure facilities and services are available for all people with a hearing loss. The website is www.hearing.org.nz.

IHC New Zealand, IDEA Services

IHC works for all people with an intellectual disability. They provide services, advocacy, support, and information. IHC will advocate for the rights, inclusion and welfare of all people with an intellectual disability and support them to live satisfying lives in the community.

IDEA Services is a subsidiary of IHC and provides services for people with an intellectual disability that include accommodation, supported living, day services, supported employment, and family/whanau services.

The IHC website www.ihc.org.nz includes a library on its resources page.

Mental Health Foundation of New Zealand

The Mental Health Foundation of New Zealand is a charitable trust that provides free information and training, and advocates for policies and services that support people with experience of mental illness, their families/whānau, and friends. Their website is www.mentalhealth.org.nz.

Ministry of Health

The Ministry of Health is one of a number of agencies providing support and services for disabled people. Disability support services enable disabled people to live in their homes and participate in their communities as other New Zealanders do.

The Ministry of Health funds some disability support services and also provides some useful links to disability support services not funded by the Ministry of Health. More information is available on their website www.health.govt.nz under 'disability services' on the 'our work' tab.

New Zealand Disability Support Network

The New Zealand Disability Support Network is an association of disability support service provider organisations that provides services through government contracts.

Their website www.nzdsn.org.nz provides information on a number of disability support service providers across New Zealand.

New Zealand Federation of Disability Information Centres

The New Zealand Federation of Disability Information Centres aims to provide an impartial information and referral service to associated organisations, through a national network of mainly local, independent community centres. Some centres function as local disability resource centres. More information is available on their website www.nzfdic.org.nz.

Ngāti Kāpo o Aotearoa

Ngāti Kāpo o Aotearoa Inc. (Ngāti Kāpo) is a national kaupapa Māori disability consumer driven organisation founded by kāpo (blind, vision impaired and deafblind) Māori and their whānau. Ngāti Kāpo is a national Māori health and disability service provider. Practices are founded upon Māori values, principles, and practices with membership open to any person who supports the society's purpose and aims. Their website is www.kapomaori.com.

Office for Disability Issues

The Office for Disability Issues (ODI) is part of the Ministry of Social Development and is the focal point in government on disability issues. Their website www.odi.govt.nz is a significant resource.

Emergency preparedness and responsiveness (including information on the 2012 Disability Symposium) can be found under 'Resources', 'Guides and Toolkits'.

Information on the New Zealand Disability Strategy and the United Nations Convention on the Rights of Persons with Disabilities is available on the home page.

Parent to Parent New Zealand

Parent to Parent New Zealand supports, educates and empowers families who have a child or family member with disabilities, health impairments or special needs. This is done by the provision of information on any condition or issue, disability, or health impairment. Parent to Parent's matching service links a parent who can support the parent of another child with a disability. Their website is www.parent2parent.org.nz.

People First New Zealand

People First New Zealand Inc. Ngā Tangata Tuatahi is a national self-advocacy organisation run by and for people with learning/intellectual disability. Members meet monthly at over 30 local People First groups across New Zealand. More information is available on their website www.peoplefirst.org.nz.

Royal New Zealand Foundation of the Blind

Royal New Zealand Foundation of the Blind (RNZFB) is the main provider of vision-related services to people who are blind or have low vision. The RNZFB has a number of community committees and member support groups across New Zealand that may be of assistance and maintains a nationwide database of registered members.

Their website www.rnzfb.org.nz has information on accessible signage, the Telephone Information Service, Braille, digital books, E-text, and large print. It also includes a link to Get Ready Get Thru in a range of accessible formats.

2.2 Civil defence emergency management (CDEM)

This is a brief overview of CDEM (pronounced sea-dem).

For a comprehensive description of CDEM, please refer to the *Guide to the National Civil Defence Emergency Management Plan* (the Guide), available at www.civildefence.govt.nz.

Description of CDEM

In general terms, CDEM covers the actions required for improving the safety of people or property in relation to emergencies.

The legal definition is given in the *CDEM Act 2002*, available at www.civildefence.govt.nz.

CDEM includes reducing the risks that result from an emergency (reduction), preparing for an emergency (readiness), responding to an emergency (response), and recovering from an emergency (recovery). Reduction, readiness, response, and recovery are known as the '4Rs' in CDEM.

Building and maintaining relationships

During readiness, CDEM personnel foster relationships with partners and community groups and need to ensure that CALD communities are engaged and included. Opportunities for maintaining these relationships and keeping contacts up to date should be sought, for example hosting a regular forum.

In readiness for an emergency, representatives of CALD communities are recommended to make contact with their local council's emergency management officer or community liaison officer. Some local authorities may also have local CALD community advisory panels/groups available to engage with CDEM personnel.

This will help the local council's emergency management officer to determine the requirements of CALD communities (as well as what they may have to offer), include these in emergency planning, and facilitate preparedness outcomes that are suited to the communities' needs.

2.2.1 Key terms and documents used in CDEM

MCDEM

The **Ministry of Civil Defence & Emergency Management (MCDEM)** (pronounced mick-dem) is the central government agency responsible for providing leadership, strategic guidance, national coordination, and the facilitation and promotion of various key CDEM activities.

CDEM Groups

Under the *CDEM Act 2002*, every regional council must form a CDEM Group that includes the local authorities within the region. CDEM Groups are responsible for carrying out CDEM in their region.

When there is no emergency, CDEM personnel are based in emergency management offices, which may be locally or regionally based.

During and following an emergency, additional CDEM personnel roles are required, and these may be carried out by council personnel or trained volunteers. They may be based regionally, locally, or in communities.

Key CDEM documents

The following documents are available on www.civildefence.govt.nz by searching the document name.

Director's Guidelines are documents developed by MCDEM to provide guidance to CDEM and other agencies regarding CDEM. They are issued by the Director of CDEM under the *CDEM Act 2002*.

The Civil Defence Emergency Management Act 2002 (CDEM Act) describes the legal requirements for CDEM in New Zealand.

The National CDEM Strategy describes the intentions of the Crown regarding CDEM provisions.

The National CDEM Plan (the Plan) mandates the actions required across the 4Rs (reduction, readiness, response, and recovery) and who is required to carry them out.

The Guide to the National CDEM Plan explains the Plan in detail.

SECTION 3 MCDEM DOCUMENTS

3.1 Relevant MCDEM documents

As stated in the *Introduction*, the intention is that information regarding people with disabilities will be incorporated into all relevant MCDEM documents. All MCDEM documents are available at www.civildefence.govt.nz.

The following MCDEM resources currently include information related to people with disabilities:

- *Public Information Management Director's Guideline* contains comprehensive material relating to people with disabilities
- *Mass Evacuation Planning Director's Guideline [DGL 07/08]* and the best practice guide *Community engagement in the CDEM context [BPG 4/10]* both mention the need to provide for people with disabilities. These references will be expanded when they are reviewed
- *Working from the same page: consistent messages for CDEM* includes information specifically for people with disabilities, about how to prepare for emergencies
- *Get Ready Get Thru* website www.getthru.govt.nz provides information on natural disasters that can happen in New Zealand and advice on how to be better prepared. There is information in formats suitable for people who are blind, vision impaired, Deaf, or hearing impaired, on the 'downloads' tab. Information for people with a physical disability or mobility impairment, asthma and respiratory problems, or with special food requirements is also included.

The requirements of people with disabilities **will be incorporated into** relevant guidance and resources as they are reviewed or developed in future.

3.2 Information that will be included

The information that will be provided in relevant MCDEM documents is outlined below.

Statutory basis for disability inclusion in CDEM

Any guidance issued by the Director of CDEM will be in line with treaties, agreements and legislation relevant to statutory requirements for disability inclusiveness. These key documents include (but are not limited to):

- *The Treaty of Waitangi*
- New Zealand legislation:
 - *New Zealand Sign Language Act 2006*
 - *New Zealand Bill of Rights Act 1990*
 - *Human Rights Act 1993*
 - *New Zealand Public Health and Disability Act 2000*
- New Zealand policy:
 - *New Zealand Disability Strategy 2001*

Statutory basis for disability inclusion in CDEM continued

- International treaties and agreements:
 - *United Nations Convention on the Rights of Persons with Disabilities (UNCRPD 2006, NZ ratified 2008)*
 - *United Nations Universal Declaration of Human Rights (UNUDHR)*
 - *United Nations International Covenant on Civil and Political Rights (UNICCPR)*, and
 - *United Nations International Covenant on Economic, Social and Cultural Rights (UNICESCR)*.

Sourcing information about people with disabilities

MCDEM documents will clearly state that the best sources of information about what people with disabilities require in a CDEM capacity are:

- people with disabilities
- disabled people's organisations (DPOs), and
- disability service providers and families' and parents' organisations.

Accessibility of information

In relevant MCDEM documents, the requirements regarding **accessible information** for people with disabilities will be described, and sources of further information listed, including the requirements and tools for:

- written information/printed documents
- spoken/audio information and captions
- visual communication, including New Zealand Sign Language
- electronic information
- meetings, briefings, or videos
- using social media and websites, and
- technology that supports accessibility.

Using a combination of methods of communication, in a variety of accessible formats, will be recommended.

Facility and access considerations

In relevant MCDEM documents, the requirements for **accessing the environment** will be described, and sources of further information listed, including the requirements for:

- access into and inside buildings, including ramps, toilets and showers
- signage, visual and audible information
- good lighting
- transportation, and
- Disability Assist Dogs.

Other inclusions

MCDEM documents will also include:

- the requirement for relevant CDEM personnel to have **training and development** in disability equity, including generic and impairment specific disability awareness, and responsiveness. This training should be delivered by trainers identified and endorsed by DPOs
- a list of **key sources** for additional information, and
- **a glossary** of the common terms and abbreviations used in the disability sector.

3.3 Examples of relevant text

Information tailored to MCDEM documents

Information related to CALD communities included in MCDEM documents will be tailored to suit each MCDEM document.

For example, in the *Public Information Management Director's Guideline*, the focus will be on providing information to CALD communities, including:

- the importance of working with local CALD community leaders to determine what the communication requirements are before an emergency occurs
- providing messages in other languages
- use of Plain English to make information more easily understood and accessible to a wide audience, and
- using information channels already accessed by the local CALD communities.

Specific examples of references to the requirements of CALD communities in the *Public Information Management Director's Guideline* are given in Appendix A.

Appendices

In addition to the information included in the main body of the document, the appendices will include information to support the understanding of CALD community issues that are relevant to CDEM.

For example, in the *Public Information Management Director's Guideline*, there is an appendix on 'Information accessibility'. It includes a background, obligations and legal requirements, how to make information accessible, key resources, and a glossary of related key terms.

APPENDIX A Examples from the PIM Guideline

The following examples are from the MCDEM publication *Public Information Management: Director's Guidelines for Civil Defence Emergency Management Groups*, which is a Director's Guideline, developed under the Civil Defence Emergency Management Act 2002:

In section 2.2 *PIM Partnerships*:

External partners

External partners may include:

- community groups – ...and disabled people's organisations (including those for their whānau/families), and...

In section 2.3.1 *Communicating directly with the public* under *Public meetings*:

Ensuring accessibility

If responsible for organising the venue for the public meeting, the **PIM Manager** needs to ensure:

- the venue is accessible by everyone by including (whenever practicable):
 - access into, and within, buildings, including ramps, and toilets
 - signage, visual and audible information
 - good lighting
 - access for Disability Assist Dogs
- the advice on accessible information provided in Appendix I *Information accessibility* is followed whenever practicable, including providing:
 - interpreter(s) for New Zealand Sign Language (NZSL) and spoken languages (professional interpreters must be used wherever practicable (see *Using translators and interpreters* for more information)
 - accessibility technology such as hearing loops and real time captioning.

In section 2.3.1 *Communicating directly with the public* under *Websites*

PIM responsibilities

The **PIM Manager's responsibilities** include ensuring that the local authority's CDEM websites/webpages are accessible, and include current information about the emergency.

In section 3.3.2 *PIM Workspaces*, under *Setting up information points*:

Requirements

An information point needs to:

- be accessible by everyone
- have accessible signage, in languages used by the local communities, so everyone knows information is available there during an emergency
- display current information verified by the PIM team, in accessible formats, and translated into languages used in the local community...

In section 3.5 *Training and development*:

Training and development topics

Training and development may cover CDEM PIM in general, or cover specific topics such as:

- using Plain English (see *Glossary of key terms* for the definition)
- using social media for public information
- setting up interagency PIM teams
- communicating key messages to people who use a variety of communication techniques such as:
 - creating accessible documents and webpages
 - using pictures, symbols and tactile elements to convey instructions or information
 - writing for translation into other languages
 - preparing messages for users of other languages
 - using interpreters and translation services effectively
- disability equity, including generic and impairment specific disability awareness and responsiveness...

In Appendix I *Information accessibility*, under *How to make information accessible*:

Electronic information

Electronic information needs to:

- follow the relevant requirements for written, spoken, and printed information (above)
- provide documents in file formats that work for screen readers and magnification technology, including:
 - Word documents, or
 - HTML
 - tagged PDFs (not automatically tagged)
- have HTML designed to allow for changeable font size and volume control
- provide text alternatives of any images.

Additional information for technical support personnel is available from the New Zealand Government Web Toolkit (refer to the following section on key resources).

APPENDIX B Information sources

In addition to the websites and resources referred to earlier, the preparation of this document has been informed by the following:

Convention Coalition Monitoring Group. (2012). *Disability Rights in Aotearoa New Zealand 2012: A report on the Human Rights of Disabled People in Aotearoa New Zealand.*

DPA (NZ) Inc. (2010). *Inclusive Communities: What New Zealand local authorities and district health boards need to know about the rights of disabled people.* (Third edition). Retrieved from the Disabled Persons Assembly website <http://www.dpa.org.nz/publications/inclusive-communities>.

Ministry of Civil Defence & Emergency Management. (2012). *Nothing about us, without us – the experiences of disabled people in Christchurch.* (Impact, 45, 8-9). Retrieved from the Ministry of Civil Defence & Emergency Management website http://www.civildefence.govt.nz/memwebsite.nsf/wpg_URL/For-the-CDEM-Sector-Publications-Impact.

MacNeill P. (2012). *Experience of Pam MacNeill.* Presented to the Disabled Persons Assembly (DPA) 2011 during the Accessible Christchurch Campaign. Retrieved from the Office for Disability Issues website <http://www.odi.govt.nz/resources/guides-and-toolkits/emergency-preparedness-and-responsiveness/symposium-may-2012/personal-experiences-pam-macneill-on-disabled-persons-assembly-2011-accessible-christchurch-campaign.html>.

Office for Disability Issues. (n.d.). *Ministerial Committee on Disability Issues.* Retrieved 2013 January 23 <http://www.odi.govt.nz/what-we-do/ministerial-committee-on-disability-issues/index.html>.

Office for Disability Issues. (2012). *Achieving a fully inclusive society 2012: The annual report from the Minister for Disability Issues to the House of Representatives on Implementation of the New Zealand Disability Strategy.* Retrieved 2013 February 19 <http://www.odi.govt.nz/nzds/progress-reports/2012/>.

Office for Disability Issues. (2001). *New Zealand Disability Strategy.* Retrieved from the Office for Disability Issues website <http://www.odi.govt.nz/nzds/index.html>.

United Nations. (2006). *United Nations Convention on the Rights of Persons with Disabilities.* Retrieved from the Office for Disability Issues website <http://www.odi.govt.nz/what-we-do/un-convention/index.html>.