

INFORMATION ACCESSIBILITY

The best people to consult with about ensuring public information is accessible are those who have difficulty accessing or interpreting information through the usual channels. They may include:

- blind or vision impaired
- Deaf or hearing impaired (see [Glossary of key terms](#) on page 8 for definition of 'Deaf')
- people with mental, intellectual, neurological, or sensory impairments
- people who speak English as a second language, or not at all, and
- people whose social circumstances, culture, or faith restricts their access to media such as radio, television, newspapers, or the internet.

Further resources

Many organisations, especially those with a focus on culturally and linguistically diverse (CALD) communities or people with disabilities, provide clear guidance on what is required to make information accessible. Some of these organisations are listed at the end of this appendix.

Obligations and legal requirements

All people must be treated without discrimination. This means that that everyone, including disabled people, and people from culturally and linguistically diverse communities, must have access to information and services on the same basis as others.

The key documents regarding inclusion in communities are:

- *The Treaty of Waitangi*
- New Zealand legislation:
 - *Human Rights Act 1993*
 - *New Zealand Bill of Rights Act 1990*
 - *New Zealand Sign Language Act 2006*
 - *New Zealand Public Health and Disability Act 2000*
- New Zealand policy:
 - *New Zealand Disability Strategy 2001*
- international treaties and agreements:
 - *United Nations Universal Declaration of Human Rights*
 - *United Nations Convention on the Rights of Persons with Disabilities*
 - *United Nations International Covenant on Civil and Political Rights, and*
 - *United Nations International Covenant on Economic, Social and Cultural Rights.*

How to make information accessible

This section outlines the main considerations for the provision of accessible information. Detailed information is available through the key resources listed in the following section.

Signage

Signage for the public during an emergency must be accessible. Information on accessible signage is available from the Royal New Zealand Foundation of the Blind (see the following section on key resources).

Consider providing written signs in languages used in the local community.

Using translators and interpreters

Professionals must be used for interpreting and translating whenever practicable. This ensures that:

- the messages' integrity is maintained by avoiding any issues arising from family, community, or cultural considerations, and
- members of the public (especially younger members) are not potentially placed in the position of conveying difficult information during traumatic circumstances.

New Zealand Sign Language (NZSL) interpreters can be accessed remotely, including for TV broadcasts.

The main providers of translation and interpretation services are Language Line, The Translation Service, iSign, and Interpreting New Zealand.

Consider organising CDEM personnel who are outside the area/region affected by the emergency to manage the process of getting translations prepared.

Spoken information

Alternatives to spoken/audible information need to be provided for:

- Deaf and hearing impaired. Examples of alternatives include:
 - New Zealand Sign Language
 - hearing loops
 - closed captioning or subtitles
 - SMS (text messaging) services, and
- speakers of other languages or people who sign. Examples of alternatives include interpreters, and written summaries that have been translated.

Written information

Written information needs to be in:

- Plain English (see [Glossary of key terms](#) on page 8 for the definition)
- a large font, and
- black writing on white background.

Also consider:

- using images to convey instructions or information in a simple way, for people who may find reading difficult (to support written text, or as an alternative), and
- using easy-read formatting (see [Glossary of key terms](#) on page 8 for the definition).

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
 - tagged PDFs (not automatically tagged)
 - HTML
- have HTML designed to allow for changeable font size, and volume control, and
- provide text alternatives of any images.

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

Printed information

Printed information needs to:

- follow the requirements for written information above, and
- be translated into languages relevant to the community, including braille when practicable.

Cultural considerations

Additional considerations to ensure information is accessible by CALD communities include:

- understanding the importance of initiating engagement and maintaining it during readiness
- providing information in hard copy
- being aware that some CALD communities will have limited or no internet access
- providing information in English alongside translated information
- distributing information through existing CALD community networks and hubs, and
- making use of existing specialist media such as CALD communities' publications and student and community radio.

Key resources

This section includes resources that provide information on at least one of the following:

- information accessibility
- physical accessibility
- contacts for CALD communities
- disabled people's organisations, and
- CDEM information related to people with disabilities or CALD communities.

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 at www.blindcitizens.org.nz.

Barrier Free Trust

The Barrier Free Trust provides advice, support, and training in ensuring built environments are able to be accessed by everyone. Their website is at www.barrierfreenz.org.nz.

CALD community advisory groups

Some local authorities may work with CALD community advisory panels/groups that provide advice on a range of issues related to CALD communities.

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 at their website www.deaf.org.nz includes NZSL, and the Get Ready Get Thru - DVD in NZSL.

Deafblind (NZ)

Deafblind (NZ) Incorporated represents, raises the needs, 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 (DPA)

Disabled Person's Assembly (New Zealand) Inc. (DPA) is an umbrella organisation representing people with impairments, their families, disability advocacy organisations, and disability service providers.

The 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.

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 at www.health.govt.nz.

Education New
Zealand

Education New Zealand markets New Zealand as an education destination to international students, recruits students and collaborates with international education partners, including education agents who are part of the New Zealand Specialist Agent programme. Their website is www.educationnz.govt.nz.

Family and
Community
Services

The Family and Community Services (part of the Ministry of Social Development) website www.familyservices.govt.nz lists organisations which engage with some refugee and migrant communities. Search for 'Refugee and migrant networks' on the home page.

Get Ready Get
Thru

The Get Ready Get Thru website www.getthru.govt.nz provides information on the natural disasters that can happen in New Zealand and advice on how to be better prepared.

Resources include:

- Blind and vision impaired resources. Access through the 'Downloads' tab, and
- Deaf and hearing impaired resources. Access through the 'Downloads' tab

The website is translated into *Simplified Chinese, Traditional Chinese, Hindi, Korean, Te Reo Māori, Gagana Sāmoa, Lea Faka-Tonga, and Arabic* (access through links at bottom of home page).

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 to 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	<p>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.</p> <p>IDEA Services is a subsidiary of IHC and provide services for people with an intellectual disability that include accommodation, supported living, day services, supported employment, and family/whānau services.</p> <p>The IHC website at www.ihc.org.nz includes a library on its resources page.</p>
Immigration New Zealand	<p>Immigration New Zealand, which includes settlement services, is part of MBIE. Their website is www.immigration.govt.nz. Also see Settlement Support New Zealand below.</p>
Interpreting New Zealand	<p>Interpreting New Zealand offers professional face-to-face and telephone interpreting in 70 languages and provides information on their website www.interpret.org.nz.</p>
iSign	<p>iSign is the nationwide booking service for New Zealand Sign Language interpreters. Their website is at www.isign.co.nz.</p>
Language Line	<p><i>Language Line</i> is a professional telephone-only interpreting service provided in 44 languages listed by the country in which they are spoken. Access is through the website www.languageline.govt.nz.</p>
Making information accessible	<p>The Office for Disability Issues document <i>Make your communications accessible: A quick tips resource for writers, communicators, designers and production houses</i> is available at http://www.odi.govt.nz/resources/guides-and-toolkits/make-your-communications-more-accessible/index.html.</p>
MCDEM	<p>The MCDEM publication <i>Working from the same page: consistent messages for CDEM</i> has action messages for people with disabilities under the tab <i>Household Emergency Plan</i>. The publication is available on the MCDEM website www.civildefence.govt.nz under 'publications' in the resources panel on the home page.</p>
Mental Health Foundation of New Zealand	<p>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.</p>
Ministry of Education	<p>Migrant and Refugee Education Coordinators are based in Ministry of Education regional offices in Auckland, Hamilton, Wellington and Christchurch to provide support for students from refugee and migrant backgrounds and liaise with families and communities. Regional Pasifika Education Coordinators are based in Auckland, Rotorua and Christchurch regional offices. More information is available on their website www.minedu.govt.nz.</p>
Ministry of Pacific Island Affairs	<p>The Ministry of Pacific Island Affairs promotes the social, economic and cultural development on Pacific peoples in New Zealand. Information about local Pacific communities is available through their regional offices, and on their website at www.mpia.govt.nz.</p>
National Foundation for the Deaf	<p>The National Foundation for the Deaf works as a consortium with their eight member organisations to help break down barriers for people with hearing loss, encourage hearing preservation, and promote good sound. Their website is at www.nfd.org.nz.</p>

New Zealand Disability Support Network	<p>The New Zealand Disability Support Network is an association of disability support service provider organisations who provide services through government contracts.</p> <p>They are an umbrella organisation and their website www.nzdsn.org.nz provides information on a number of disability support service providers across New Zealand.</p>
New Zealand Federation of Disability Information Centres	<p>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.</p>
New Zealand Federation of Multicultural Councils	<p>The New Zealand Federation of Multicultural Councils (NZFMC) acts as an umbrella organisation for ethnic and migrant communities of New Zealand, providing advocacy and support. The NZFMC has a Youth Council and an Ethnic Women's Council. Their website www.nzfmc.org.nz provides information and contacts for regional multicultural/ethnic councils.</p>
New Zealand Human Rights Commission	<p>The New Zealand Human Rights Commission (HRC) website www.hrc.co.nz provides information on ensuring people are treated fairly and equally.</p> <p>Key documents available on their site are the <i>Disabled People's Rights Reports (2012)</i> which describe the New Zealand context, international best practice, and recommendations for the future under the topics of the built environment, information, and political processes. Access the reports through the 'Disabled people' tab on the HRC website home page.</p>
New Zealand Police	<p>New Zealand Police Ethnic/Asian Liaison Officers work with CALD communities in Auckland, Wellington and Christchurch. To find out if there is an Ethnic/Asian Liaison Officer working in a particular area, make contact with the local Police Station.</p> <p>Information about the <i>Emergency 111 Deaf TXT service</i> is available on the home page of the Police website www.police.govt.nz/deaf-txt.</p>
New Zealand Red Cross Refugee Services	<p>New Zealand Red Cross Refugee Services (formerly Refugee Services Aotearoa) runs the New Zealand resettlement programme for quota refugees. The programme supports refugees for one year after their arrival in New Zealand to settle in Auckland, Hamilton, Wellington, Nelson and Palmerston North. More information is available on their website www.redcross.org.nz/refugee-services.</p>
Ngāti Kāpo o Aotearoa	<p>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.</p>
Office for Disability Issues	<p>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.</p> <p><i>Emergency preparedness and responsiveness</i> (including information on the 2012 Disability Symposium) can be found under 'Resources', 'Guides and Toolkits'.</p> <p>Information on the <i>New Zealand Disability Strategy</i> and the <i>United Nations Convention on the Rights of Persons with Disabilities</i> is available on the home page.</p>

Office of Ethnic Affairs	<p>Information available on the website of the Office of Ethnic Affairs, www.ethnicaffairs.govt.nz, provides information including:</p> <p><i>Community Directory</i> - a list of some community associations and organisations from specific ethnicities and nationalities. Access through the tab on the home page.</p> <p><i>Language Line</i> is a professional telephone-only interpreting service provided in 44 languages listed by the country in which they are spoken. Their website is www.languageline.govt.nz.</p>
Regional Tourism Organisations	<p>Regional tourism organisations operate in around 27 regions in New Zealand and are responsible for promoting their region to international and domestic visitors. Regional tourism organisations act as a bridge between tourism operators, national tourism bodies, and local and central government. More information is available on their website www.rtonz.org.nz.</p>
Royal New Zealand Foundation of the Blind (RNZFB)	<p>Royal New Zealand Foundation of the Blind (RNZFB) is the main provider of vision-related services to the blind and those with vision impairments.</p> <p>Their website www.rnzfb.org.nz has information on accessible signage, Braille, digital books (including DAISY standards), E-text, and large print.</p> <p>The website also has a link to <i>Get ready now so you can get through</i> - available in a range of formats, including e-text, DAISY digital books, audio CDs and cassettes, and Braille.</p>
Settlement Support New Zealand	<p>There are Settlement Support New Zealand offices in 18 locations around the country with some based at local councils. Free information is provided and migrant settlement support advisors help new migrants with local settlement requirements. Their website is www.ssnz.govt.nz/regional-information/index.asp.</p>
Statistics New Zealand	<p>Statistics New Zealand provides population estimates and projections containing statistics about the size and composition of New Zealand's population. This includes ethnic, regional, and household populations, tourist accommodation surveys by region, as well as past, present, and future populations. Their website is www.stats.govt.nz.</p>
Te Puni Kōkiri	<p>Te Puni Kōkiri, the Ministry for Māori development, works within the public sector and with Māori communities, to support Māori. Information about hapū and iwi Māori is available from their regional offices, and on their website, at www.tpk.govt.nz.</p>
Technical information for web developers	<p>Technical information for web developers on making websites accessible so they comply with <i>New Zealand Government Web Standards 2.0</i> is available on the 'standards' tab at www.webtoolkit.govt.nz. Central government agencies are required to comply with these standards, and local government is recommended to comply.</p>
The Translation Service	<p>The Translation Service provides professional translation services to businesses, central and local government, education providers and private individuals, and is an accredited agency for the New Zealand Immigration Service, New Zealand Qualifications Authority, the NZ Transport Agency, and the Citizenship Section at the Department of Internal Affairs.</p> <p>It operates within the Department of Internal Affairs (DIA) as a stand-alone business, and details are available on the DIA website www.dia.govt.nz by searching for 'translation services'.</p>

Glossary of key terms used regarding disability inclusion and CALD communities

Accessibility	<p>'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.</p>
CALD communities	<p>Members of culturally and linguistically diverse (CALD) communities are people who do not speak English or Te Reo (Māori language) as their primary language, or who have been (or are being) raised in a different culture from the predominant one where they live.</p> <p>Differences in culture may arise from their country of birth, their circumstances, the ethnic group they identify with (including beliefs, customs, values, and traditions), the language they choose to use, or their faith.</p> <p>CALD communities include people from refugee and migrant backgrounds, international students, tourists, and international visitors. Members of CALD communities may be New Zealand-born, and some CALD communities have been established for a long time. CALD communities in New Zealand consist of Pacific peoples, Asian, Middle Eastern, Latin American, African and Continental European groups.</p>
Convention Coalition Monitoring Group	<p>The Convention Coalition Monitoring Group is a governance level steering group formed under the United Nations Convention on the Rights of Persons with Disabilities (see below). It monitors the implementation of the Convention in New Zealand, from the viewpoint of people with disabilities.</p>
Cultural competency	<p>Cultural competency refers to an ability to interact effectively with people of different cultures and socio-economic backgrounds.</p>
DAISY	<p>DAISY is a technical standard for digital audio books that provide easy access by blind- and print-disabled people.</p>
Deaf	<p>'Deaf' (with a capital D) refers to people who identify themselves as being part of the Deaf community, in contrast with 'deaf' that indicates someone with a hearing impairment. Deaf people see being Deaf as a difference, not a disability.</p> <p>The Deaf community has its own language, values, rules for behaviour, and traditions. Deaf people see themselves as a distinct group and their first language is New Zealand Sign Language (NZSL).</p>
disability	<p>Disability is a consequence of someone with impairment (physical, sensory, neurological, intellectual, physical, and/or mental) being disadvantaged by barriers to their lives in ordinary society.</p>
disabled people's organisation (DPO)	<p>Disabled people's organisation (DPO) is the term for an organisation that represents people with disabilities.</p>
easy-read	<p>Easy-read information is information that is easy to read and understand. It has more requirements than Plain English (see definition below). The Office for Disability Issues website has a guide to easy-read that is available on their website www.odl.govt.nz by searching for 'easy-read'.</p>
hearing loops	<p>A hearing loop is a loop of cable permanently installed in a room or building, which enables the intended sound source to be picked up by someone wearing hearing aids without any distracting sounds.</p>

Human Rights Commission (HRC)	The Human Rights Commission is the New Zealand institution that applies and enforces the Human Rights Act 1993. It operates independently of the government.
Human Rights Act 1993	The Human Rights Act 1993 is New Zealand legislation that outlaws discrimination on a number of grounds, including disability, ethnic or national origins, colour, race, and religious beliefs. It also governs the work of the New Zealand Human Rights Commission.
interpret	To interpret is to change spoken or signed communication into another spoken or signed language.
Ministerial Committee on Disability Issues	The Ministerial Committee on Disability Issues was established in 2009 to provide leadership and accountability for implementing the New Zealand Disability Strategy and the United Nations Convention on the Rights of Persons with Disabilities, and to set direction for disability issues across government.
New Zealand Bill of Rights Act 1990	The New Zealand Bill of Rights Act 1990 is New Zealand legislation that sets out to affirm, protect and promote human rights and fundamental freedoms in New Zealand. It requires the government and anyone carrying out a public function to observe these rights, and to justify any limits placed on them.
Disability Action Plan	The Disability Action Plan is overseen by the Ministerial Committee on Disability Issues and is an all of government approach and programme of action to improve the lives of people with disabilities.
New Zealand Disability Strategy	The New Zealand Disability Strategy was developed in 2001 under the New Zealand Public Health and Disability Act 2000 in partnership with people with disabilities and their representative organisations. It provides an enduring framework to ensure that government departments and agencies consider people with disabilities before making decisions, and is available at www.odi.govt.nz/nzds/ .
New Zealand Sign Language (NZSL)	New Zealand Sign Language (NZSL) is unique to New Zealand and is one of our official languages. Sign language is a combination of hand shapes, facial expressions and body movements.
New Zealand Sign Language Act 2006	The New Zealand Sign Language Act 2006 made New Zealand Sign Language one of New Zealand's three official languages.
NGO	Non-government organisation.
Plain English	Communication in English that is clear, brief, and avoids jargon.
translate	To translate is to change writing in one language into another language.
United Nations Convention on the Rights of Persons with Disabilities	The <i>United Nations Convention on the Rights of Persons with Disabilities</i> (UNCRPD) (the Convention) is an international law, ratified by the New Zealand Government in 2008. It is available at http://www.un.org/disabilities/default.asp?id=259 . The government is responsible for implementing the Convention and obliged to report progress to the United Nations. Local government has a key role in ensuring mainstream services are inclusive of people with disabilities and delivered in non-discriminatory ways.

United Nations
International
Covenant on Civil
and Political
Rights

The *United Nations International Covenant on Civil and Political Rights* (ICCPR) (1966) is considered to be part of the *International Bill of Human Rights* along with the *International Covenant on Economic, Social and Cultural Rights* and the *Universal Declaration of Human Rights*. It commits states to respect the civil and political rights of citizens including the right to life, freedom of religion, speech, assembly, and the right to a fair trial. New Zealand ratified the ICCPR in 1978.

The ICCPR is overseen by the Human Rights Committee.

United Nations
International
Covenant on
Economic, Social
and Cultural
Rights

The *United Nations International Covenant on Economic, Social and Cultural Rights* (UNICESCR) (1966) requires parties to work toward the granting of economic, social and cultural rights to individuals, including labour rights and the right to health, the right to education, and the right to an adequate standard of living. New Zealand ratified the UNICESCR in 1978.

The ICESCR is part of the *International Bill of Human Rights*, along with the *United Nations Universal Declaration of Human Rights* and the *United Nations International Covenant on Civil and Political Rights*.

United Nations
Universal
Declaration of
Human Rights

The *United Nations Universal Declaration of Human Rights* (UNUDHR) (1948) sets out fundamental human rights to be universally protected. It was drafted by representatives from around the world (New Zealand played a key role in this), and is considered part of the *International Bill of Human Rights*.