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# **PALMERSTON NORTH CITY COUNCIL**

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## **AGENDA**

# **COMMUNITY COMMITTEE**

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**9:00 AM, WEDNESDAY 21 MAY 2025**

COUNCIL CHAMBER, FIRST FLOOR  
CIVIC ADMINISTRATION BUILDING  
32 THE SQUARE, PALMERSTON NORTH

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# MEMBERS

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**Lorna Johnson (Chair)**  
**Patrick Handcock (Deputy Chair)**  
**Grant Smith (The Mayor)**

**Brent Barrett**  
**Rachel Bowen**  
**Lew Findlay (QSM)**  
**Billy Meehan**

**Orphée Mickalad**  
**Karen Naylor**  
**William Wood**  
**Kaydee Zabelin**

AGENDA ITEMS, IF NOT ATTACHED, CAN BE VIEWED AT

[pncc.govt.nz](http://pncc.govt.nz) | Civic Administration Building, 32 The Square  
City Library | Ashhurst Community Library | Linton Library

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**Waid Crockett**

**Chief Executive | PALMERSTON NORTH CITY COUNCIL**

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Te Marae o Hine | 32 The Square  
Private Bag 11034 | Palmerston North 4442 | New Zealand  
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# COMMUNITY COMMITTEE MEETING

21 May 2025

## ORDER OF BUSINESS

**1. Karakia Timatanga**

**2. Apologies**

**3. Notification of Additional Items**

Pursuant to Sections 46A(7) and 46A(7A) of the Local Government Official Information and Meetings Act 1987, to receive the Chairperson's explanation that specified item(s), which do not appear on the Agenda of this meeting and/or the meeting to be held with the public excluded, will be discussed.

Any additions in accordance with Section 46A(7) must be approved by resolution with an explanation as to why they cannot be delayed until a future meeting.

Any additions in accordance with Section 46A(7A) may be received or referred to a subsequent meeting for further discussion. No resolution, decision or recommendation can be made in respect of a minor item.

**4. Declarations of Interest (if any)**

Members are reminded of their duty to give a general notice of any interest of items to be considered on this agenda and the need to declare these interests.

**5. Public Comment**

To receive comments from members of the public on matters specified on this Agenda or, if time permits, on other Committee matters.

**6. Confirmation of Minutes**

Page 7

That the minutes of the Community Committee meeting of 19 March 2025 Part I Public be confirmed as a true and correct record.

## REPORTS

**7. Recommendation to engage Sector Lead Organisations**

Page 11

Memorandum, presented by Ahmed Obaid, Community Development Advisor and Stephanie Velvin, Manager Community Development.

**8. Potential locations for a public toilet at Albert St**

Page 15

Memorandum, presented by Bill Carswell, Activities Manager - Property Services.

**9. Annual Youth Wellbeing Update**

Page 29

Memorandum, presented by Remy Waldteufel-Irvine, Youth Services Team Leader and Stephanie Velvin, Manager Community Development.

**10. Community Centres' Delivery Model Review**

Page 39

Memorandum, presented by Stephanie Velvin, Manager Community Development and Amy Viles, Community Development Advisor.

**11. Council Infrastructure accessibility initiatives**

Page 51

Memorandum, presented by Glen O'Connor, Manager Transport and Development and Kathy Dever-Tod, Manager Parks and Reserves.

**12. Accessibility Charter: actions and resources needed for Council to adopt**

Page 73

Memorandum, presented by Jessica Papple, Marketing Manager and Olivia Wix, Communications Manager.



**13. Update on The Ada Street Project**

Page 137

Memorandum, presented by Danu Sefton, Community Development Advisor and Stephanie Velvin, Manager Community Development.

**14. Committee Work Schedule - May 2025**

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**15. Karakia Whakamutunga**

**16. Exclusion of Public**

To be moved:

That the public be excluded from the following parts of the proceedings of this meeting listed in the table below.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing this resolution

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public as stated in the above table.

Also that the persons listed below be permitted to remain after the public has been excluded for the reasons stated.

*[Add Third Parties]*, because of their knowledge and ability to assist the meeting in speaking to their report/s [or other matters as specified] and answering questions, noting that such person/s will be present at the meeting only for the items that relate to their respective report/s [or matters as specified].



## PALMERSTON NORTH CITY COUNCIL

### **Minutes of the Community Committee Meeting Part I Public, held in the Council Chamber, First Floor, Civic Administration Building, 32 The Square, Palmerston North on 19 March 2025, commencing at 9.02am**

**Members Present:** Councillor Lorna Johnson (in the Chair) and Councillors Patrick Handcock, Brent Barrett, Rachel Bowen, Lew Findlay, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood and Kaydee Zabelin.

**Members Present:** The Mayor (Grant Smith).

**Online:**

**Non**

**Members:** Councillor Leonie Hapeta.

**Apologies:**

The Mayor (Grant Smith) and Councillor Leonie Hapeta for early departure.

The Mayor (Grant Smith) was not present when the meeting resumed at 11.07am. He entered the meeting at 11.19am, during consideration of clause 7. He left the meeting at 11.29am, during consideration of clause 7. He was not present for clauses 7 and 8.

Councillor Leonie Hapeta was not present when the meeting resumed at 11.07am. She was not present for clauses 7 and 8.

### **Karakia Timatanga**

Councillor Lorna Johnson opened the meeting with karakia.

### **1-25**

### **Apologies**

Moved Lorna Johnson, seconded Patrick Handcock.

### **The COMMITTEE RESOLVED**

1. That the Committee receive the apologies.

Clause 1-25 above was carried 12 votes to 0, the voting being as follows:

### **For:**

The Mayor (Grant Smith) and Councillors Lorna Johnson, Patrick Handcock, Brent Barrett, Rachel Bowen, Lew Findlay, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood, Kaydee Zabelin and Leonie Hapeta.

## **2-25 Confirmation of Minutes**

Moved Lorna Johnson, seconded Patrick Handcock.

### **The COMMITTEE RESOLVED**

1. That the minutes of the Community Committee meeting of 4 December 2024 Part I Public be confirmed as a true and correct record.

Clause 2-25 above was carried 11 votes to 0, with 1 abstention, the voting being as follows:

#### **For:**

The Mayor (Grant Smith) and Councillors Lorna Johnson, Patrick Handcock, Rachel Bowen, Lew Findlay, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood, Kaydee Zabelin and Leonie Hapeta.

#### **Abstained:**

Councillor Brent Barrett.

## **3-25 Welcoming Communities Annual Report**

Memorandum, presented by Somayyeh Ghaffari, Community Development Advisor.

Moved Lorna Johnson, seconded Patrick Handcock.

### **The COMMITTEE RESOLVED**

1. That the Committee receive the memorandum titled 'Welcoming Communities Annual Update' presented to the Community Committee on 19<sup>th</sup> March 2025.

Clause 3-25 above was carried 12 votes to 0, the voting being as follows:

#### **For:**

The Mayor (Grant Smith) and Councillors Lorna Johnson, Patrick Handcock, Brent Barrett, Rachel Bowen, Lew Findlay, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood, Kaydee Zabelin and Leonie Hapeta.

## **4-25 Annual Sector Lead Report: Te Tihi o Ruahine Whānau Ora Alliance**

Memorandum, presented by Amy Viles, Community Development Advisor and Te Tihi o Ruahine Whānau Ora Alliances' Mahalia Polson, Kaiwhakamarohi (Project Lead), and Pikihuia Hillman, Pou Herenga (Project Developer).

Moved Lorna Johnson, seconded Patrick Handcock.

### **The COMMITTEE RESOLVED**

1. That the Committee receive the memorandum titled 'Annual Sector Lead Report: Te Tihi o Ruahine Whānau Ora Alliance' presented to the Community Committee on 19 March 2025.

Clause 4-25 above was carried 12 votes to 0, the voting being as follows:

**For:**

The Mayor (Grant Smith) and Councillors Lorna Johnson, Patrick Handcock, Brent Barrett, Rachel Bowen, Lew Findlay, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood, Kaydee Zabelin and Leonie Hapeta.

**5-25**

**Annual Sector Lead Report: Manawatū Multicultural Council**

Memorandum, presented by Ahmed Obaid, Community Development Advisor and The Manawatū Multicultural Councils' Kanchana Seneviratne, Service Manager, and Yuanindya Inggita, Events & Programme Coordinator.

Moved Lorna Johnson, seconded Patrick Handcock.

The **COMMITTEE RESOLVED**

1. That the Committee receive the memorandum titled 'Annual Sector Lead Report: Manawatū Multicultural Council' presented to the Community Committee on 19 March 2025.

Clause 5-25 above was carried 12 votes to 0, the voting being as follows:

**For:**

The Mayor (Grant Smith) and Councillors Lorna Johnson, Patrick Handcock, Brent Barrett, Rachel Bowen, Lew Findlay, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood, Kaydee Zabelin and Leonie Hapeta.

**6-25**

**Annual Sector Lead Report: Te Pū Harakeke - Community Collective Manawatū**

Memorandum, presented by Ahmed Obaid, Community Development Advisor and Te Pū Harakeke – Community Collective Manawatū's Kim Penny, Chair, and Kat Nguyen, Manager.

Moved Lorna Johnson, seconded Patrick Handcock.

The **COMMITTEE RESOLVED**

1. That the Committee receive the memorandum titled 'Annual Sector Lead Report: Te Pū Harakeke – Community Collective Manawatū' presented to the Community Committee on 19 March 2025.

Clause 6-25 above was carried 12 votes to 0, the voting being as follows:

**For:**

The Mayor (Grant Smith) and Councillors Lorna Johnson, Patrick Handcock, Brent Barrett, Rachel Bowen, Lew Findlay, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood, Kaydee Zabelin and Leonie Hapeta.

The meeting adjourned at 10.49am.

The meeting resumed at 11.07am.

The Mayor (Grant Smith) and Councillor Leonie Hapeta were not present when the meeting resumed.

**7-25**

**Annual Sector Lead Report: Housing Advice Centre**

Memorandum, presented by Ahmed Obaid, Community Development Advisor and Housing Advice Centres' Jenny Danzell, Committee Secretary and Nigel Fitzpatrick, Service Coordinator.

The Mayor (Grant Smith) entered the meeting at 11.19am.

The Mayor (Grant Smith) left the meeting at 11.29am.

Moved Lorna Johnson, seconded Patrick Handcock.

The **COMMITTEE RESOLVED**

1. That the Committee receive the memorandum titled 'Annual Sector Lead Report: Housing Advice Centre' presented to the Community Committee on 19 March 2025.

Clause 7-25 above was carried 10 votes to 0, the voting being as follows:

**For:**

Councillors Lorna Johnson, Patrick Handcock, Brent Barrett, Rachel Bowen, Lew Findlay, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood and Kaydee Zabelin.

**8-25**

**Committee Work Schedule - March 2025**

Moved Lorna Johnson, seconded Patrick Handcock.

The **COMMITTEE RESOLVED**

1. That the Community Committee receive its Work Schedule dated March 2025.

Clause 8-25 above was carried 10 votes to 0, the voting being as follows:

**For:**

Councillors Lorna Johnson, Patrick Handcock, Brent Barrett, Rachel Bowen, Lew Findlay, Billy Meehan, Orphée Mickalad, Karen Naylor, William Wood and Kaydee Zabelin.

**Karakia Whakamutunga**

Councillor Lorna Johnson closed the meeting with karakia.

The meeting finished at 11.41am.

Confirmed 21 May 2025.

**Chair**

## MEMORANDUM

**TO:** Community Committee

**MEETING DATE:** 21 May 2025

**TITLE:** Recommendation to engage Sector Lead Organisations

**PRESENTED BY:** Ahmed Obaid, Community Development Advisor and Stephanie Velvin, Manager Community Development

**APPROVED BY:** Danelle Whakatihi, General Manager Customer & Community

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### RECOMMENDATION TO COUNCIL

1. That Council engage the following organisations through Sector Lead Partnership Agreements for the period 1 July 2025 to 30 June 2028:
    - a. MASH Trust
    - b. Niuvaka Trust
- 

### 1. ISSUE

- 1.2 The [Support and Funding Policy 2022](#) states at Part B, section 12 that staff may make recommendations to Council to engage a Sector Lead organisation through a partnership agreement.
- 1.3 This memorandum is the mechanism by which staff are putting a recommendation to Council to engage Sector Lead organisations for the period 1 July 2025 to 30 June 2028.

### 2. BACKGROUND

- 2.1 Following the recent conclusion of assessments for the Strategic Priority Grants for 2025-2028, staff called for Expressions of Interest for any successful Strategic Priority Grant recipient who wished to be considered for a new Sector Lead Partnership Agreement. Five expressions of interest were received, and staff have assessed that two have demonstrated they meet the criteria.
- 2.2 The criteria, as per the Support and Funding Policy 2022, include organisations which can demonstrate that they:
  - have an acknowledged strategic leadership role within the sector; and
  - are a key capacity-building organisation with a 'sector infrastructure' role supporting other sector organisations to develop and connect; and

- are a cornerstone provider within their sector delivering the highest level of expertise or highest quality service or experience; and
- have the capability and capacity to think, work, and advocate strategically; and
- are clearly aligned to Council's strategic outcomes and priorities; and Support and Funding Policy 2022
- have robust strategic and business plans already in place.

- 2.3 There is no additional funding allocation available through this expression of interest process. The assessment therefore requires organisations to demonstrate they already meet all the criteria to be acknowledged as a sector leader; this is not a commissioning process for new work.
- 2.4 The two organisations who have been identified as meeting the criteria are MASH Trust and Niuvaka Trust.
- 2.5 MASH Trust is a long-standing social service organisation which covers a broad range of support services. Through the Strategic Priority Grants assessment process for 2025-2028, MASH Trust were allocated funding of \$55,000 per annum, primarily to support the delivery of the LUCK Venue, which is a safe space in the city centre for people who are experiencing complex challenges, such as with mental health and housing insecurity. In their expression of interest, MASH Trust demonstrated that they meet all the criteria of sector leadership; a particular strength is their strategic planning and proactive leadership of community solutions.
- 2.6 Niuvaka Trust, despite being a relatively new organisation, have developed a strong programme of delivery focused on community health, social services and cultural advocacy. Through the Strategic Priority Grants assessment process, Niuvaka Trust were allocated \$25,000 per annum, primarily to support social services and cultural activities in support of Pasifika communities. In their expression of interest, Niuvaka Trust demonstrated that they meet all the criteria of sector leadership; a particular strength is the strong strategic networks and relationships they have developed.
- 2.7 If approved, MASH Trust and Niuvaka Trust will join six other existing Sector Lead organisations. These existing organisations include: Te Pū Harakeke – Community Services Council, Manawatū Multicultural Council, Te Tihi o Ruahine Whānau Ora Alliance, Environment Network Manawatū, Square Edge Community Arts, Creative Sounds (The Stomach).
- 2.8 Staff are therefore recommending that Council engages both MASH Trust and Niuvaka Trust in Sector Lead Partnership Agreements to commence 1 July 2025.

### **3. NEXT STEPS**

- 3.1 Should Council choose to proceed, customised Partnership Agreements will be developed for each Sector Lead, based on the goals and activities identified through the Strategic Priority Grant application and assessment



process. They will also include a requirement to continue to demonstrate the Sector Lead criteria and a requirement for an annual report to the relevant committee of Council, in this case the Community Committee for both.

#### 4. COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide?	<b>No</b>
Are the decisions significant?	<b>No</b>
If they are significant do they affect land or a body of water?	<b>No</b>
Can this decision only be made through a 10 Year Plan?	<b>No</b>
Does this decision require consultation through the Special Consultative procedure?	<b>No</b>
Is there funding in the current Annual Plan for these objectives?	<b>Yes</b>
Are the recommendations inconsistent with any of Council's policies or plans?	<b>No</b>
The recommendations contribute to: Whāinga 3: He hapori tūhonohono, he hapori haumarū Goal 3: A connected and safe community	
The recommendations contribute to this plan: 7. Mahere tautāwhi hapori 7. Community Support Plan The objective is: Support for-purpose organisations and communities of interest, and deliver programmes to promote community wellbeing Provide funding to for-purpose organisations, local communities and communities of interest through: - Community Development Small Grants Fund - Community-led Initiatives Fund - Occupancy of Council-owned property subsidy - Strategic Priority Grants (including support for sector leadership) - Subsidy of community facility development costs	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Sector Lead organisations have been assessed as key contributors to Council's strategic direction, which seeks to enhance the social, economic, environmental and cultural wellbeing of the community.

#### ATTACHMENTS

Nil



## MEMORANDUM

**TO:** Community Committee

**MEETING DATE:** 21 May 2025

**TITLE:** Potential locations for a public toilet at Albert St

**PRESENTED BY:** Bill Carswell, Activities Manager - Property Services

**APPROVED BY:** Chris Dyhrberg, General Manager Infrastructure

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### RECOMMENDATION TO COUNCIL

1. That Council proceed with applying for a planning and building consent for the installation of a single pan toilet at the end of Albert Street.
- 

#### 1. ISSUE

- 1.1 To meet public demand for a toilet option at the Albert Street River entrance, a single pan public toilet is proposed for the end of Albert Street within the road reserve. There is some opposition to this location voiced by residents.

#### 2. BACKGROUND

- 2.1 At its meeting on 28 August 2024, the Community Committee considered a [report](#) on the plan for a public toilet to serve the Manawatu River Park at the bottom of Albert Street.
- 2.2 The report recommended proceeding with a toilet. Councillors wished to explore alternate locations and instructed:

*"That the Chief Executive re-explore the construction location options to find a viable alternative location (Option 3)." (Resolution 15-24)*

#### 3. ANALYSIS OF LOCATIONS

- 3.1 Location "A," Albert Street - as marked on the map below, was the originally proposed location, which the local residents raised opposition to.
- 3.2 In response to the Committee's direction to investigate alternate options, locations "B", "C" and "D", depicted in figure 1 (below), were assessed by officers.



**Figure 1: Toilet locations options closer and existing public toilets within 1500 metres**

### LOCATION A: END OF ALBERT STREET – FEASIBILITY ASSESSMENTS

- 3.3 In October 2024, the Council Three Waters Team investigated the existing 132-meter-long old sewer pipe and advised that it was unable to provide sewer services to the toilet in the originally proposed location, "A," as marked on Figure One.



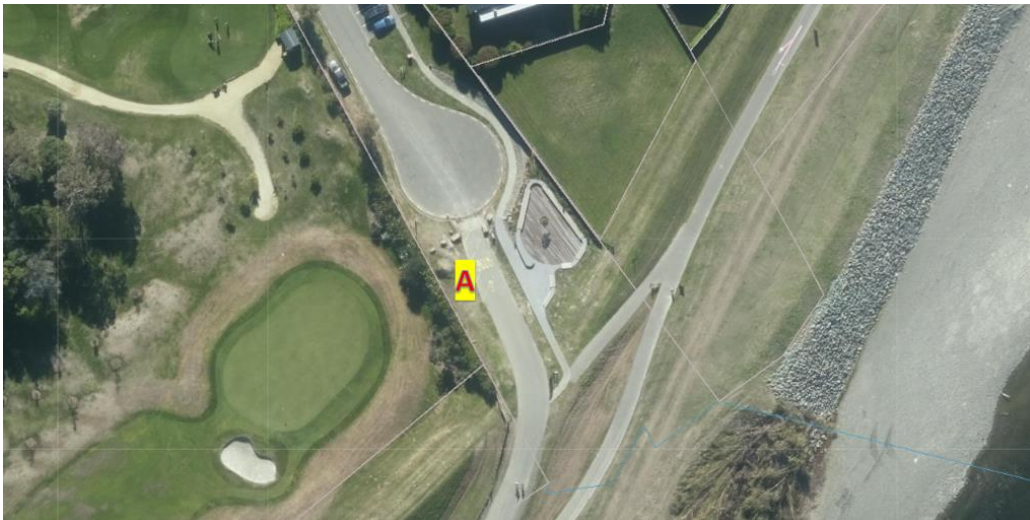


**Figure 2: Albert Street Sewer Line assessment**

- 3.4 As a result of this advice, price estimates were obtained for four different options listed below to address the existing sewer connection issues discovered at the originally identified location "A":
- Option 1: Single-pan, fully flushing accessible toilet with all service connections (sewer main replacement)

- Option 2: Single-pan, fully flushing accessible toilet with all service connections (installation of a residential-type sewer pump station)
- Option 3: Single-pan, flushing accessible toilet (no sewer connection, but with a holding tank)
- Option 4: Single-pan, dry/waterless accessible toilet.

3.5 Figures 3, 4 and 5 show the Albert Street location.



**Figure 3: Aerial view of End of Albert Street location**



**Figure 4: Ground view of End of Albert Street location**





**Figure 5: Ground view from the End of Albert Street location facing the road**

- 3.6 Table 1 sets out the cost of each option for provision of a toilet at Albert St river entrance.

Cost Estimates for Different Types of Toilets in the Originally Identified Location "A" – End of Albert Street					
Description		Option 1 Fully flushing all services. (sewer main replaced)	Option 2 Fully flushing toilet all services (residential pump station)	Option 3 Flushing toilet wastewater holding tank (no sewer connection)	Option 4 Dry Vault/ waterless toilet
CAPEX	Water/sewer/service connections onsite (180 m)	\$ 562,380	\$ 219,338	\$ 78,000	\$ 48,338
	Toilet design/build/transport	\$ 76,000	\$ 76,000	\$ 76,000	\$ 76,000
	Contractor's Margin 10%	\$ 21,933	\$ 21,933	\$ 7,800	\$ 4,833
	Contingency 20%	\$ 132,062	\$ 62,000	\$ 32,000	\$ 26,000
	Project Management	\$ 40,000	\$ 35,000	\$ 20,000	\$ 15,000
	<b>Total Estimated CAPEX</b>	<b>\$ 832,375</b>	<b>\$ 414,271</b>	<b>\$ 213,800</b>	<b>\$ 170,171</b>

**Table 1: Location A – End of Albert Street Toilet serving options costs**

## LOCATION B: MIDDLE OF MANAWATŪ GOLF COURSE BOUNDARY

- 3.7 Figures 6 and 7 show location B – being midway along the Golf Club Boundary.



*Figure 6: Aerial view of Middle of Manawatū Golf Club Boundary location*



*Figure 7: Ground view of Middle of Manawatū Golf Club Boundary location*



3.8 Table 2 provides an estimate of costs for Location B.

Cost Estimates for Different Types of Toilets in Location "B" – Middle of Manawatū Golf Club				
Description		Option 1 Fully flushing toilet with all services	Option 2 Flushing toilet with a wastewater holding tank (no sewer connection)	Option 3 Dry Vault/ waterless toilet
CAPEX	Water/ sewer/service connections onsite (600 m away)	\$ 1,676,220	\$ 78,000	\$ 48,338
	Toilet design/build/transport to the site	\$ 76,000	\$ 76,000	\$ 76,000
	Contractor's Margin 10%	\$ 21,933	\$ 7,800	\$ 4,833
	Contingency - 20%	\$ 354,000	\$ 32,000	\$ 26,000
	Project Management	\$ 40,000	\$ 20,000	\$ 15,000
	<b>Total Estimated CAPEX</b>	<b>\$ 2,168,153</b>	<b>\$ 213,800</b>	<b>\$ 170,171</b>

**Table 2: Location B – Middle of Manawatū Golf Club Boundary Toilet serving options costs**

#### Location B - Constraints/issues

- Located on the river side of the stop bank, which means it would be at risk of being affected from flood events.
- The position could vary but we have assumed closer to the stopbank to reduce flood risk. The Regional Council has provided an early indication this location will present resource consent concerns.
- The location in the trees is not best practice from a Crime Prevention Through Environmental Design (CPTED) approach. This could be improved by removing the trees through to the river path<sup>1</sup> but it would remain relatively hidden.
- There are no service connections (such as water, wastewater, electricity, etc.) available near the identified location.
- Service and power provision are 600 m away and would be expensive to connect.
- The holding tank (Option 3) and dry/waterless toilet (Option 4) at this location may present issues such as odour during the summer season, which users may complain about.
- Both the holding tank (Option 3) and dry/waterless toilet (Option 4) would need to be emptied multiple times a year depending on usage.

#### Advantages and opportunities

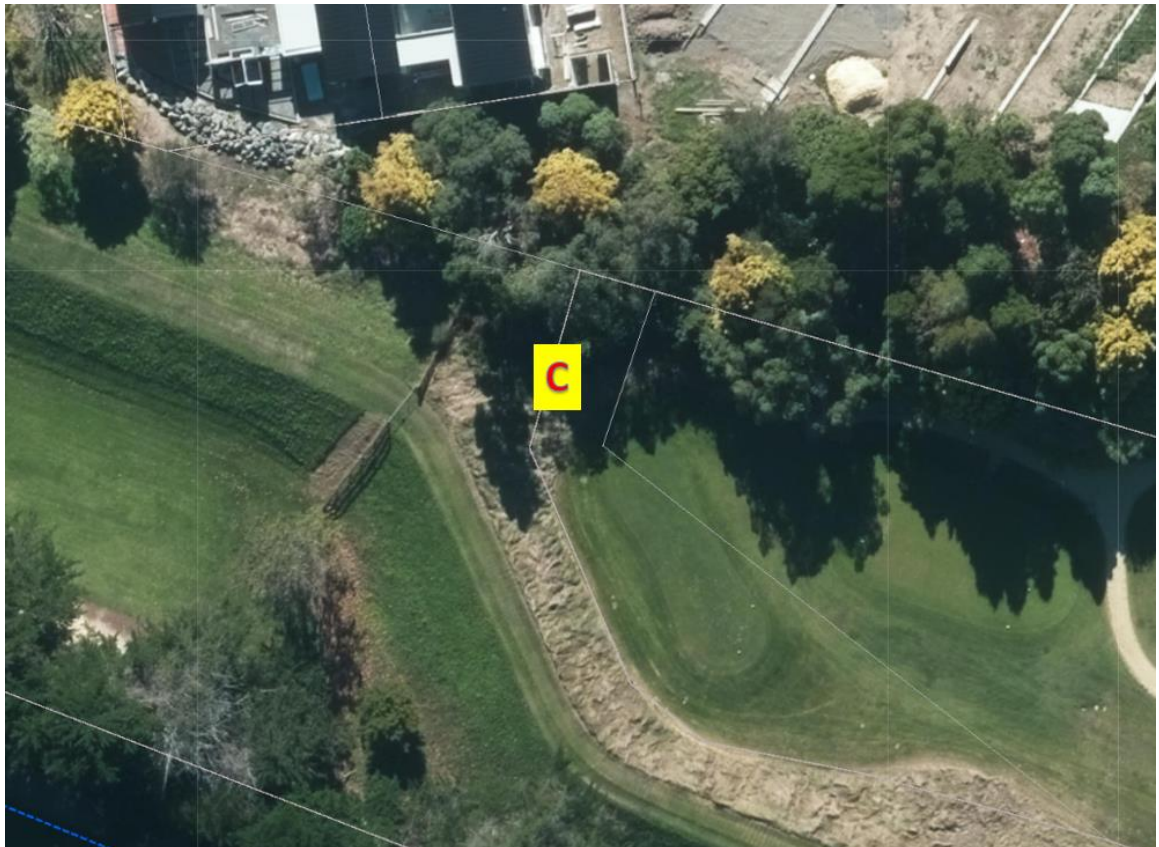
- Closer to the adventure play area under the pine trees.

<sup>1</sup> Tree removal for sight lines would be an additional cost and has not included in costings.

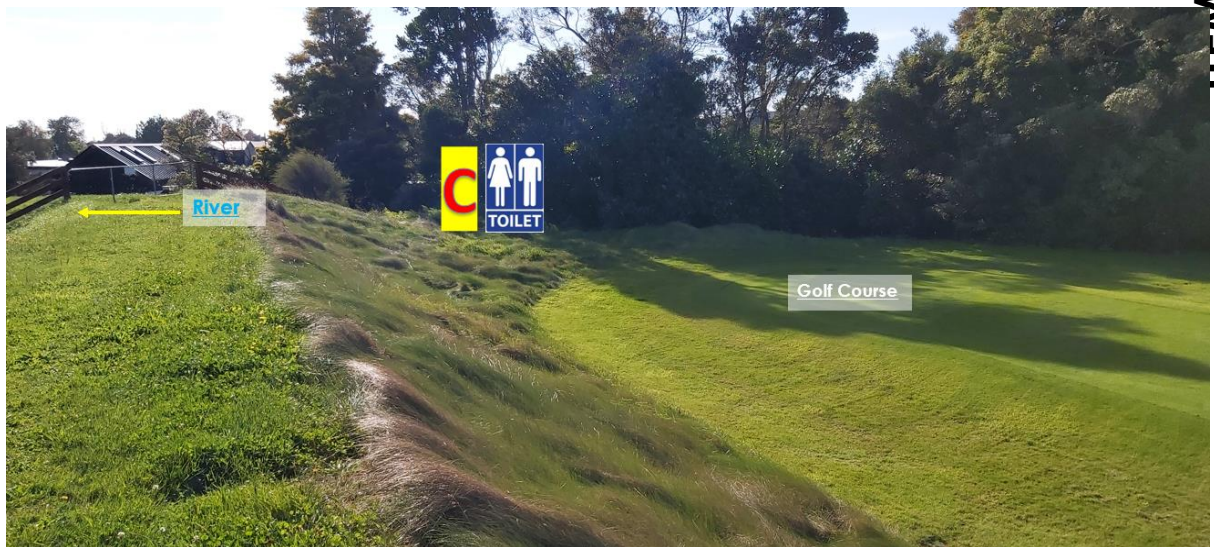
- Better overall toilet distribution along the river path is achieved through option B than option C or D. Toilets would be at 1,200 m spacings under this option.

### LOCATION C - WEST END OF MANAWATU GOLF COURSE

- 3.9 Figures 8 and 9 show Location C, at the western end of the golf course, on golf course land.



*Figure 8: Aerial view of West End of Manawatū Golf Club location*



**Figure 9: Ground view of West End of the Manawatū Golf Club**

Cost Estimates for Different Types of Toilets in Location "C" – West End of Manawatū Golf Club				
Description		Option 1 Fully flushing toilet with all services	Option 2 Flushing toilet with a wastewater holding tank (no sewer connection)	Option 3 Dry Vault/ waterless toilet (Tank capacity 3,000 Ltr)
CAPEX	Water/sewer/service connections onsite (90 m)	\$ 323,700	\$ 78,000	\$ 48,338
	Toilet design/build/transport to the site	\$ 76,000	\$ 76,000	\$ 76,000
	Contractor's Margin 10%	\$ 21,933	\$ 7,800	\$ 4,833
	Accessible Ramp over the stop bank & path connection	\$ 265,000	\$ 265,000	\$ 265,000
	Contingency - 20%	\$ 134,000	\$ 82,000	\$ 74,000
	Project Management	\$ 40,000	\$ 40,000	\$ 40,000
	<b>Total Estimated CAPEX</b>	<b>\$ 860,633</b>	<b>\$ 548,800</b>	<b>\$ 508,171</b>

**Table 3: Location C –West End of Manawatū Golf Club Toilet serving options costs**

#### Constraints/ issues

- Location C is located on the Golf Club side of the stop bank, which could also present challenges from an accessibility point of view.
- An accessible ramp is required, which would be expensive to build.
- Toilet will be hidden behind the stop bank in a relatively remote part of the golf course land. May have higher risk of vandalism or other anti-social

behaviour than Albert Street option for both the toilet itself and the golf course.

- Hidden location behind the stop bank not best practice from a Crime Prevention Through Environmental Design (CPTED) consideration. Higher safety risks than Location A.
- There are no service connections (such as water, wastewater, electricity, etc.) available near the identified location.
- Service and power provision is 220 metres away and would be expensive to connect.
- The holding tank (Option 2) and dry/waterless toilet (Option 3) at this location may present issues such as odour during the summer season, which residents may complain about.
- Both the holding tank (Option 2) and dry/waterless toilet (Option 3) would need to be emptied multiple times a year depending on usage.
- Path connection to the toilet from the river path would be 70 m long costing \$30,000, including some tree removal<sup>2</sup>.

#### Advantages and opportunities

- Located on MGC land so vandalism and antisocial behaviour may be mitigated by 'passive surveillance', though being hidden behind a stop bank at this location is also a risk.

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<sup>2</sup> Number of trees that would be required to be removed has not been estimated.



## LOCATION D - WILLOWBANK RESERVE RIVER ENTRANCE

3.10 Figures 10 and 11 show Location D at the Willowbank Reserve River entrance.



*Figure 10: Aerial view of Willowbank Reserve River Entrance location*



*Figure 11: Ground view of Willowbank Reserve River Entrance location*

3.11 Table 4 provides an estimate of costs at Location D.

Cost Estimates for Different Types of Toilets in Location "D" – Willowbank Reserve River Entrance				
Description		Option 1 Fully flushing toilet with all services	Option 2 Flushing toilet with a wastewater holding tank (no sewer connection)	Option 3 Dry Vault/ waterless toilet
CAPEX	Water/sewer/service connections (220 m away)	\$ 668,460	\$ 78,000	\$ 48,338
	Toilet design/build/transport to the site	\$ 76,000	\$ 76,000	\$ 76,000
	Contractor's Margin 10%	\$ 21,933	\$ 7,800	\$ 4,833
	Contingency 20%	\$ 152,000	\$ 32,000	\$ 26,000
	Project Management	\$ 25,000	\$ 15,000	\$ 10,000
	<b>Total Estimated CAPEX</b>	<b>\$ 943,393</b>	<b>\$ 208,800</b>	<b>\$ 165,171</b>

**Table 4: Location D – Willowbank Reserve River Entrance Toilet serving options costs**

#### Constrains/ issues

- There are no service connections (such as water, wastewater, electricity, etc.) available near the identified location.
- Service and power provision are 220 m away and would be expensive to connect.
- The holding tank (Option 2) and dry/waterless toilet (Option 3) at this location may present issues such as odour during the summer season, which residents may complain about.
- Both the holding tank (Option 2) and dry/waterless toilet (Option 3) would need to be emptied multiple times a year depending on usage.
- In the floodplain and expected to have significant consenting risk as water moves quickly through this space in a flood, as evidenced by past damage to paths in this location.
- Much lower use levels than Albert Street entrance as it will not cater to those using the gravel beaches or adventure play areas near in the pine forest being 800m to 1 km away.
- Poor spacing compared to Options A and B being 2.3 km from the existing toilet at the Fitzherbert Bridge and 650 m from the existing toilet at Waterloo Park/Hokowhitu Scout Hall.

#### Advantages and opportunities

- Small carpark at Willowbank Reserve adds value as start/end of trip location – toilet could be located there to remove consenting risk.
- Good visibility and safety.

#### 4. LOCATION COMPARISON:

- 4.1 Table 5 summarises the costs and 3 criteria for considering the location – use levels, likelihood of obtaining approvals and safety considerations.

Location	Estimated Cost (CAPEX)				Use levels	Consent	Safety
	Fully flushing toilet all services	Fully flushing toilet all services (pump station)	Flushing toilet waste holding tank (no sewer connection)	Dry Vault/ waterless toilet			
<b>A</b> – End of Albert St	\$831,993	\$417,198	\$213,180	\$170,688	High	Easy to moderate	Good
<b>B</b> – Middle of Golf Club boundary	\$2,170,716	NA	\$213,180	\$170,688	Moderate	In flood plain	Hidden
<b>C</b> – Golf Club – western end over stopbank	\$845,914	NA	\$543,180	\$498,488	Lower - Close to Fitz Bridge toilet, not at start/end trip location	Consent for stop bank crossing	Hidden
<b>D</b> – Willowbank Reserve entrance	\$944,893	NA	\$209,800	\$168,171	Lower – close to	Green if on Willowbank	Good

**Table 5: Location/Cost Comparison**

#### 5. FUNDING AVAILABLE

- 5.1 Programme 161 New City-wide Toilets allows for \$270,000 in 2024/25 to be carried forward to 2025/26.
- 5.2 Programme 161 New City-wide Toilets allows for \$204,000 in 2025/26.
- 5.3 Therefore \$474,000 is available to deliver this project.

#### 6. CONCLUSION

- 6.1 The alternate locations investigated were deemed to be less favourable than the originally identified option at the End of Albert Street when costs, safety, achieving a useful distribution of toilets along the path network, and approval aspects were considered and compared.
- 6.2 The investigation into the services for the road reserve location originally proposed, at the bottom of Albert Street, has been completed. The infrastructure in this location would need to be replaced if a plumbed flushing toilet was installed. This increases the cost of providing this type of toilet in this location.

6.3 If Council views that an extra toilet is still required along the river pathway, it is recommended that Option A is progressed at the end of Albert Street, with the recommended construction method being a residential grade sewer pump and required repairs to the sewer line (Option 3 in Table 1) as it represents the optimal solution within the allocated budget envelope.

6.4 This toilet will require using two years of Programme 161 budget.

## 7. COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide?	<b>No</b>
Are the decisions significant?	<b>No</b>
If they are significant do they affect land or a body of water?	<b>No</b>
Can this decision only be made through a 10 Year Plan?	<b>No</b>
Does this decision require consultation through the Special Consultative procedure?	<b>No</b>
Is there funding in the current Annual Plan for these objectives?	<b>Yes</b>
Are the recommendations inconsistent with any of Council's policies or plans?	<b>No</b>
The recommendations contribute to: Whāinga 2: He tāone whakaihiihi, tapatapahi and Goal 2: A creative and exciting city	
The recommendations contribute to this plan: 6. Mahere rēhia 6. Recreation and Play Plan The objective is:	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Constructing new public toilet at the end of Albert Street will ensure there is a clean, accessible and gender-neutral public toilet for the Manawatū River Park.  New toilets are developed in the most popular locations to meet demand of the public.

## ATTACHMENTS

Nil



## MEMORANDUM

**TO:** Community Committee

**MEETING DATE:** 21 May 2025

**TITLE:** Annual Youth Wellbeing Update

**PRESENTED BY:** Remy Waldteufel-Irvine, Youth Services Team Leader and Stephanie Velvin, Manager Community Development

**APPROVED BY:** Danelle Whakatihi, General Manager Customer & Community

### RECOMMENDATION TO COMMUNITY COMMITTEE

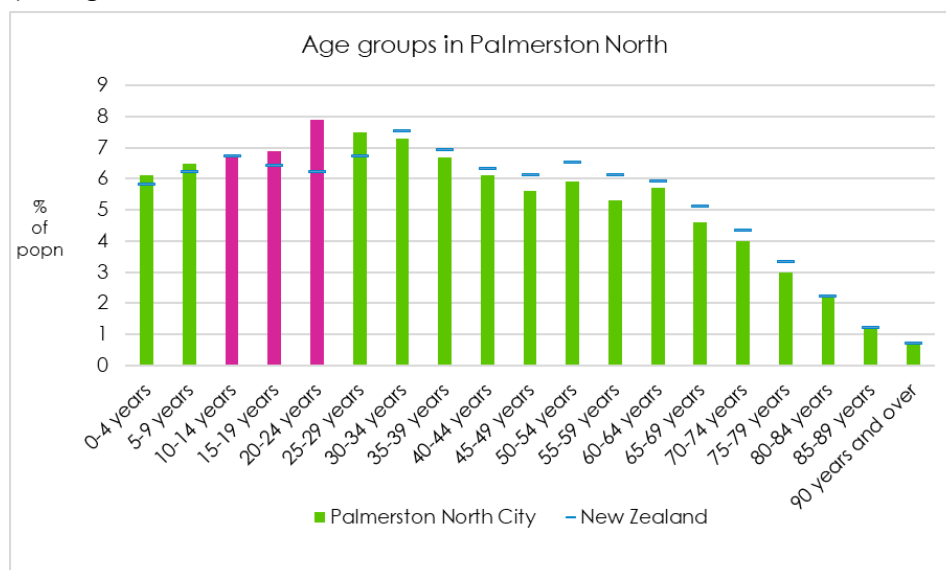
1. That the Committee receive the memorandum titled 'Annual Youth Wellbeing Update' presented to the Community Committee on 21 May 2025.

### 1. ISSUE

- 1.1 Council have requested an annual update on youth wellbeing activities.

### 2. BACKGROUND

- 2.1 With its range of tertiary education options and family friendly lifestyle, Palmerston North remains one of the youngest cities in New Zealand, with an average age of 35.7, compared to a national median of 38.1. 21.6% of the city is aged between 10 and 24.



Graph 1. 5 year age groups in Palmerston North vs New Zealand, [Census 2023, Stats NZ](#)

- 2.2 The [Oranga Papaioea City Strategy 2024-2034](#), and related Plans, outline a range of areas in which Council is delivering services directly for this demographic, including the provision of Youth Space, with programming and a youth focused library collection, facilitation of youth leadership programmes including [Youth Council](#) and [Tuia](#), provision of funding for youth-led initiatives and youth scholarships, and coordination activities within the youth services sector.

- 2.3 In November 2023, the Community Committee resolved:

'That the establishment of a specific Youth Well-being Plan be referred to the 2024-2034 Long Term Plan.

That officers facilitate a youth well-being forum in early 2024 and complete a sector wide scan of youth focused programmes and or initiatives within the city and identify any strategic or service gaps that can be used to inform the development of the Youth Well-being Plan.

That officers provide a report to the Community Committee before the Long-Term Plan deliberations, on the finding of the sector wide scan, with associated recommendations and resource implications.'

- 2.4 Subsequently, in May 2024, Officers presented a [memorandum to Council](#) which summarised the findings and insights from the first Youth Well-being Forum, held in April 2024, and presented analysis from a sector wide scan of youth focused programmes, initiatives and services.

- 2.5 Later in May 2024, as part of the Long-Term Plan 2024-2034 deliberations, Council resolved:

'That Council create a new programme for youth wellbeing of \$33.3k (excluding inflation) to support youth well-being for each of years 1,2 and 3 of the Long-Term Plan 2024-2034, specifically to create a youth development reference group, fund an annual youth well-being forum, and provide a pilot quick response youth development fund', and

'That the Chief Executive provide a youth wellbeing and youth development progress report annually'.

- 2.6 This report provides the first annual update on the progress of the youth wellbeing programme, including trends, new initiatives and activities of the last twelve months, and a summary of the Annual Youth Wellbeing Forum 2025. Next steps and focus areas for the coming year are also highlighted.

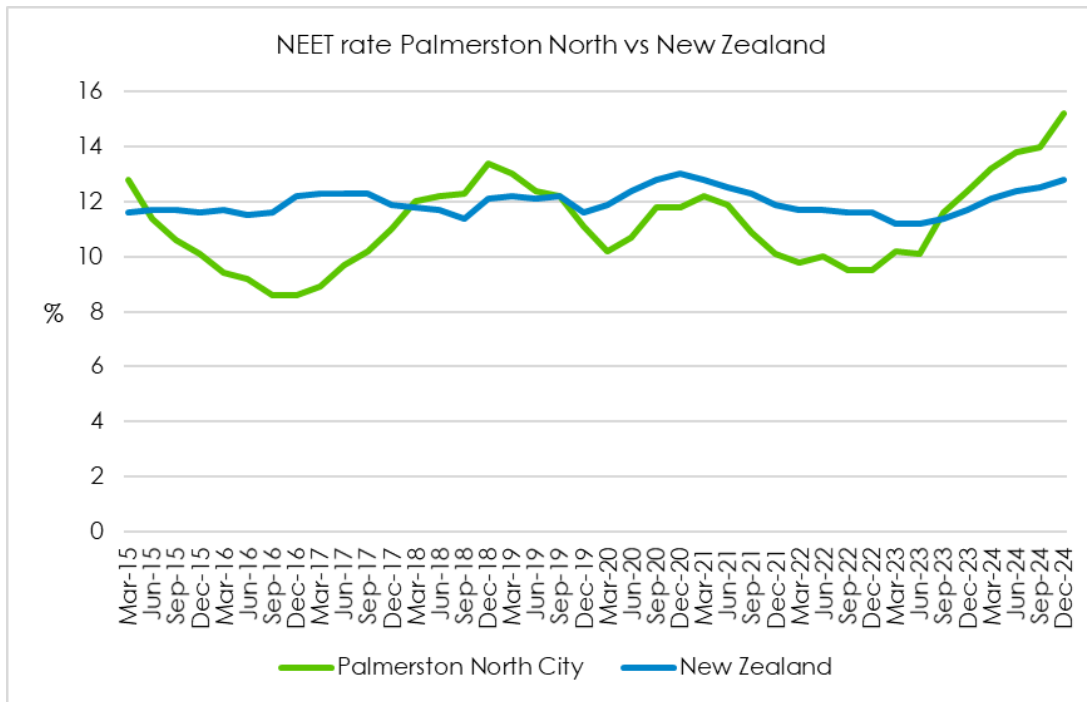
### 3. ANNUAL UPDATE

**Palmerston North's youth sector has continued to innovate and connect through a challenging period of change and increased demand**

- 3.1 In line with national trends, the youth sector in Palmerston North has experienced a period of significant change. Funding changes, workforce

turnover and increasing demand for services has created a challenging environment for the sector, with many organisations reducing back to core services in order to keep their doors open and prioritise effort towards immediate needs.

- 3.2 This instability is also reflected in the increase in Palmerston North's NEET rate<sup>3</sup>, which has climbed to a ten-year high of 15.2% at December 2024.



Graph 2. NEET rate Palmerston North versus New Zealand, 2015 to 2024, from [Infometrics](#).

- 3.3 There are several concurrent factors driving this increase:
- The drop-off of young people engaged in schooling post-Covid is having a flow on effect in the numbers of young people engaged in further education and training, and therefore having the skills needed for employment.
  - Young people are increasingly presenting as less able to engage and stay focussed, and there are increased incidents of disruption and challenging behaviour in schools.
  - Alongside this, the challenging economic environment is resulting in more young people staying at home to look after younger siblings as parents work, and families are working longer hours to meet basic needs and therefore are less able to be present to support their children to attend school or work opportunities.

<sup>3</sup> This is a measure of the percentage of people aged 15-24 not in employment, education and training, which Council has included as one of the [community wellbeing indicators](#) in the Oranga Papaioea City Strategy 2024-2034.

- Further, young people continue to bear the brunt of a weaker labour market, as they are highly exposed to industries affected by lower discretionary spending such as retail, hospitality and construction; young people are competing with adults for the same opportunities, and, anecdotally, employers appear to be preferring an unskilled adult, who may be perceived to have lower training or pastoral care needs, even compared to a semi-skilled or skilled young person.
- 3.4 While these challenges are complex and ongoing, there have been positive developments in the sector locally over this period, with new collective impact and cross-sector collaborations producing stronger relationships, particularly with kaimahi and organisations newer to the sector, and positive early outcomes for young people.

**Council's existing youth services have continued to deliver positive outcomes for young people, despite challenges**

- 3.5 The above-mentioned trends have been reflected in the nature of visitations to Youth Space over this period, with an increase of young people visiting the facility who are facing complex challenges. In addition to the disengagement in education and employment, Officers have noted an increase in young people presenting with substance abuse challenges, mental health challenges and challenging relationship dynamics. In response, over this period Officers have prioritised programming in these areas, strengthened relationships with relevant support services, and focused on promoting clear pathways for young people facing these challenges.
- 3.6 Despite these complexities, Officers have continued to deliver a high quality of service at Youth Space, opening five days a week, with regular programming and activities suited to a wide range of rangatahi.
- 3.7 Over the last twelve months, Youth Space has had over 35,000 visits from young people to engage in programmes, seek youth worker support and meet new people in a safe space. Highlights of this period have included a range of engaging activities co-designed with young people, weekly visits from alternative education providers, and collaborative activities with other local organisations, such as SuperGrans who run regular cooking skills sessions.



Image 1. SuperGrans cooking programme



Image 2. Science activity in daily programme

- 3.8 Through these initiatives and programmes, Officers have seen hundreds of young people develop new life and social skills, improve their sense of connection and identity, and increase their confidence to participate in community.
- 3.9 Strengthening support for youth leadership programming has also been a focus over this period, with Officers walking alongside Youth Council to recruit eight new members and commence a process to realign their purpose as a group. One aspiration of Youth Council this year is to host a youth expo to bring young people together to discuss their aspirations and needs. It is anticipated that this would complement and help shape the discussions at the next annual Youth Wellbeing Forum in 2026.
- 3.10 Officers also selected two exceptional rangatahi Māori for participation in the Tuia programme for 2025.

**Several new initiatives have developed with good early success**

- 3.11 Beyond Youth Space and leadership programming, and in response to some of the new connections and themes raised at the 2024 forum, Officers have facilitated and supported a number of new initiatives within the youth sector over this period. Highlights have included Kick for the Seagulls, the Pounamu Project, and a NeuroConnect Group:
- 3.12 Kick for the Seagulls is a 17-week programme, originally created by Sir Graham Lowe for prisons, which provides an avenue for students to achieve NCEA Level 1 and 2 in Literacy and Numeracy through the language of sport. The pilot programme in Palmerston North started November 2024, as a partnership between Council, UCOL and YCentral's Rangatahi Ora programme. The inaugural programme was very successful with 8 out of 10 participants completing the course and graduating with NCEA Level 1 or 2, and many continuing with further UCOL courses. With the support of Council's new quick response youth development fund, a second cohort is underway with another 9 participants due for graduation mid-year.
- 3.13 The Pounamu Project is a collect impact initiative guided by the whakatāuki Ahakoa he iti pounamu (Although it is small, it is a treasured). The Project is designed to create a space where youth workers and organisations in the youth sector can connect, collaborate and learn from each other. Council has a coordinating role, alongside other organisations including Youthline and Sport Manawatū. The group is organising regular networking hui to strengthen relationships, particularly with those new to the sector.
- 3.14 Accessibility for neurodiverse young people was identified as a challenge at the 2024 forum. In response, Midcentral DHB, with the support of Youth Space, have developed NeuroConnect Group, for neurodiverse young people to have the opportunity for social connection in a safe space. Weekly drop-in sessions are held at Youth Space, where young people come together, along

with their kaimahi, to develop friendships in a welcoming and inclusive environment. Feedback to the initiative has been positive, with the participants growing their confidence to connect with people and spaces which they might not have otherwise.

### **The need for a Youth Development Reference Group has changed**

- 3.15 The intent for the creation of a Youth Development Reference Group, as per the May 2024 resolution, was to bring the sector together more regularly to strengthen connections and maximise opportunities for collaboration.
- 3.16 As noted above, in this period since May 2024, the local youth sector landscape has shifted with several new cross-sector collaborations and collective impact groups having formed or strengthened.
- 3.17 Officers work with Youth Council in realigning this programme is also intended to create better pathways for youth voice to contribute to collective impact work.
- 3.18 Therefore, given the need is being addressed in other ways, Officers have not progressed an additional grouping in this period, rather have focused efforts and resourcing towards coordination and support of the other groups, including the Pounamu Project, a collective organising group for the Youth Forum, and others. Officers intend to continue this approach in the coming year.

### **Another successful Youth Wellbeing Forum was held and has provided a plan of action for the coming year**

- 3.19 The Annual Youth Wellbeing Forum 2025 was held on 4<sup>th</sup> April, attended by 80 people from 46 youth related services.



Image 3. Participants at the Annual Youth Wellbeing Forum 2025



- 3.20 As in 2024, this year's forum gave participants and Officers the opportunity to understand the aspirations and barriers for organisations delivering youth wellbeing outcomes in the city.
- 3.21 Many of the themes of the 2024 forum continued through this year's discussions, with one new theme emerging around the need to develop a stronger collective identity and a shared vision for the local sector.
- 3.22 The 2025 forum themes and next steps are summarised below:

Theme	Commentary	Action Plan
Connecting the sector	<ul style="list-style-type: none"> <li>Youth work is relational, and this drives the need for a well-connected sector</li> <li>There is a demand for more in person connection points and networking opportunities for services</li> <li>Services are well connected to established and historic referral pathways, however connections with newer services and kaimahi are still being established</li> <li>Many sub-networks exist within the sector that need to connect better with each other</li> </ul>	<ul style="list-style-type: none"> <li>Continue to support and promote Pounamu Project. Once established, this network could be further developed to respond to other emerging sector needs, such as training.</li> <li>Continue to establish relationships with newer services and people, and facilitate connections</li> <li>Establish clearer connections and communication between sub-networks within the sector</li> </ul>
Continuous improvement	<ul style="list-style-type: none"> <li>Mentorship opportunities are a vehicle to exchange institutional knowledge, networks and connection between kaimahi and organisations across the sector.</li> <li>There is a need for increased training opportunities and increased visibility of training opportunities for kaimahi.</li> </ul>	<ul style="list-style-type: none"> <li>Explore ways to increase mentorship opportunities, i.e. via the Pounamu Project</li> <li>Engage with people currently promoting training to improve communication pathways</li> <li>Continue to advocate to training bodies in the sector to ensure relevant and timely training offerings are delivered locally</li> <li>Improve access to Council's training fund by the sector</li> </ul>

Sustainability of workforce	<ul style="list-style-type: none"> <li>• Higher turnover and burnout are present in the industry</li> <li>• Supporting new youth workers to the sector is important</li> <li>• There is a need for increased access to supervision for the safe and sustained practise of frontline workers</li> <li>• Connectivity and networking are also important to reduce isolation, improve workload boundaries and enhance efficiency</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to deliver annual forums</li> <li>• Continue to support and promote Pounamu Project.</li> <li>• Explore ways to reduce cost barriers for supervision</li> </ul>
Funding criteria / priorities	<ul style="list-style-type: none"> <li>• Funding models need to be more responsive, flexible, to meet emerging needs and promote collaborative solutions quickly</li> <li>• Funding criteria can empower or disempower joined up work</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to model and develop Council's funding practice towards greater flexibility and responsiveness</li> <li>• Engage with funding partners to discuss solutions</li> </ul>
Directory of services	<ul style="list-style-type: none"> <li>• The sector wants a better tool to support connections and referrals, but there were varying views about the best way to deliver this, and the role this might have in practice</li> </ul>	<ul style="list-style-type: none"> <li>• Investigate options for tools, and work with sector partners to better understand the needs and priorities</li> </ul>
Workforce identity	<ul style="list-style-type: none"> <li>• The sector wants to develop a stronger collective identity with a shared vision, i.e. '[Palmerston North] leads the country in youth development'.</li> <li>• There is a desire to acknowledge the strong history of youth development in Palmerston North</li> </ul>	<ul style="list-style-type: none"> <li>• Engage with sector leaders to explore this further, with a view to workshopping and finalising this at the 2026 forum</li> </ul>

- 3.23 In conclusion, in the face of significant and increasing challenges being faced by young people and the sector, Palmerston North is continuing to find new ways to work together to improve outcomes. While indicators are not yet improving at a population level, this year has demonstrated that an increased focus on collaboration and innovation, with enhanced support by Council, has strong potential to create substantial impacts for the wellbeing of young people and the sector moving forward.



#### 4. NEXT STEPS

- 4.1 Officers will continue to deliver activities, services and programmes to promote youth wellbeing, and will continue to support new initiatives and aspirations within the youth sector in a coordinating role.
- 4.2 The next annual youth wellbeing update will be presented to Council in mid-2026.

#### 5 COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide?	<b>Yes</b>
Are the decisions significant?	<b>No</b>
If they are significant do they affect land or a body of water?	<b>No</b>
Can this decision only be made through a 10 Year Plan?	<b>No</b>
Does this decision require consultation through the Special Consultative procedure?	<b>No</b>
Is there funding in the current Annual Plan for these objectives?	<b>Yes</b>
Are the recommendations inconsistent with any of Council's policies or plans?	<b>No</b>
<p>The recommendations contribute to:</p> <p>Whāinga 2: He tāone whakaihiihi, tapatapahi ana Goal 2: A creative and exciting city</p> <p>Whāinga 3: He hapori tūhonohono, he hapori haumarū Goal 3: A connected and safe community</p>	
<p>The recommendations contribute to this plan:</p> <p>7. Mahere tautāwhi hapori 7. Community Support Plan</p> <p>The objective is: Support for-purpose organisations and communities of interest, and deliver programmes to promote community wellbeing.</p>	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	A strong youth sector which supports young people to thrive will contribute social, economic, environmental and cultural wellbeing benefits now and into the future.

#### ATTACHMENTS

Nil



## MEMORANDUM

**TO:** Community Committee

**MEETING DATE:** 21 May 2025

**TITLE:** Community Centres' Delivery Model Review

**PRESENTED BY:** Stephanie Velvin, Manager Community Development and Amy Viles, Community Development Advisor

**APPROVED BY:** Danelle Whakatihi, General Manager Customer & Community

### RECOMMENDATION TO COMMUNITY COMMITTEE

1. That the Committee receive the memorandum titled 'Community Centres' Delivery Model Review' presented to the Community Committee on 21 May 2025.

#### 1. ISSUE

- 1.1 The memorandum presents the findings of the Community Centres' Delivery Model Review. The purpose of the review is to understand the strengths and opportunities within the current community centres delivery model, to guide improvements in future service provision, resource allocation, and overall strategic alignment.

#### 2. BACKGROUND

##### Council context

- 2.1 The review is an action included in the [Mahere Tautāwhi Hapori Community Support Plan](#), within Council's [Oranga Papaioea City Strategy](#) for the 2024-2034 Long-Term Plan.
- 2.2 The review was recommended within Council's [Community Spaces Research Report](#), presented in September 2022, which delivered a city-wide stocktake and needs assessment of community facilities to develop a coordinated plan to respond to community requests for community facilities and to inform future decision-making on the provision of community facilities.
- 2.3 The need for this Community Centres' Delivery Model review was further established through the [Community Spaces feasibility study](#) conducted in 2023, which investigated the needs for community facilities in the suburbs of Awapuni and Highbury, and to support the Pasifika and Multicultural communities; one of the findings was that there are opportunities to improve the management of existing community centres.

- 2.4 Council provision of community centres is incorporated into the Long-Term Plan 2024-2034 and contributes to all four of our strategic goals.

In particular, the provision of community centres contributes to the following outcomes of the Community Support Plan:

- access to services and facilities that are inclusive and appropriate for community needs;
  - access to safe and accessible community places; and
  - support for community to live healthy lives.
- 2.5 In the current Long-Term Plan 2024-2034, Council also has planned for the development or expansion of the following community facilities: Multicultural Community Hub, Pasifika Community Hub, Awapuni Community Library Hub, Roslyn Community Hub and Te Pātikitiki Library in Highbury.
- 2.6 Council's provision of community centres is framed in the [Support and Funding Policy 2022](#).

#### **Current delivery model - overview**

- 2.7 Council has [nine community centres](#) in Palmerston North located in the villages of Ashhurst and Bunnythorpe and the suburbs of Awapuni, Highbury, Kelvin Grove, Milson, Roslyn, Terrace End and Westbrook.
- 2.8 There is not a uniform approach to the provision of community centres. The origins of each community centre are diverse, and the day-to-day management of each community centre is determined by each management committee in response to their individual constitutions and in service of the needs of their user groups.
- 2.9 These community centres provide bookable spaces for local communities to connect with each other and engage in a wide range of social, recreational, cultural and educational activities. The centres cater to a range of regular user groups (usually community groups who meet periodically for a shared purpose, for example tai chi, gardening, craft groups or other wellbeing initiatives) and casual user groups (one off meetings, social gatherings, or cultural events).
- 2.10 Booking data shows there were over 9000 individuals who used the centres across the city in the month of February 2025.

#### **Current delivery model – community role**

- 2.11 Eight of the community centres are managed by a community centre committee or board (as either a registered Charitable Trust or an Incorporated Society) whose specific function is the management of the centre. Each of these community centre management committees:
- operate independently from each other;

- hold a lease agreement with Council that outlines the terms and conditions of their tenancy with Council for the community centre; and
  - hold a management agreement with Council that outlines their role in carrying out the day-to-day management of the community centre.
- 2.12 Six community centres are unstaffed (no paid coordinator role at the location on a day-to-day basis for set open hours of operation), including: Palmerston North Community Leisure Centre, Village Valley Centre, Milson, Awapuni, Rangiora and Kelvin Grove Community Centres.
- 2.13 Highbury Whānau Centre functions as a for-purpose social service, providing alternative education and support services for rangatahi, with additional bookable availability, and is staffed during the workday by an Administrator role.
- 2.14 The current function of the Pasifika Centre (formerly Westbrook Community Centre) is to serve the Pasifika community through a range of initiatives and contracts. There is a contracted Connector role that is based at the centre to support the delivery of these contracts; the centre also has bookable availability for the wider community.
- 2.15 The Village Valley Centre in Ashhurst does not have a community-based management committee and is instead currently supported and managed by Ashhurst Community Library staff as the point of contact for bookings.
- 2.16 With the exception of the Village Valley Centre, funds generated by the hire of each community centre are held by the management committee for the day-to-day operation and promotion of the centre and its activities, and to support local community-led development initiatives.

#### **Current delivery model – Council role**

- 2.17 Council provides maintenance and renewals through the Property team for the community centres, as outlined in each lease agreement and in-line with annual budgets.
- 2.18 Council's [Asset Management Plan](#) outlines the plan for investing in our facilities (including community centres) now and in the future, and includes details on our levels of service, operational planning and monitoring of asset condition and performance.
- 2.19 Council also provides support by way of a Community Development Advisor, as a point of contact with Council, who supports each management committee to provide a community centre that is responsive to the needs of the community and fulfils the requirements of the Management Agreement.
- 2.20 As noted above, the Village Valley Centre in Ashhurst is supported and managed by Ashhurst Community Library staff as the point of contact for bookings and has no community committee.

- 2.21 The Awapuni Community Centre Committee also currently receives additional support from the Awapuni Community Librarian, who attends committee meetings and provides a community library lens, helpful for committee decision-making.

### **Non-Council owned community centre provision**

- 2.22 There are several non-Council owned community centre type facilities operating across the city, which were not included in the scope of this review but are noted below for context:
- a. **Hokowhitu Village Centre** - receives some of the same resourcing provision from Council, including support of a Community Development Advisor point of contact. Council also holds the lease for the building on their behalf. The centre provides a similar function to a Council community centre and also operates a small successful community library, servicing the suburb of Hokowhitu where there is no other community centre provision from Council.
  - b. **Longburn Community Centre** - given the location and relative inaccessibility of the Longburn Community Centre it appears to have relatively low utilisation, however, Council understands Longburn School provides the primary community hub for the village via their school hall.
  - c. **Linton Community Centre** - is a provision of the New Zealand Defence Force.

## **3. REVIEW PROCESS**

- 3.1 The purpose of the review is to understand the strengths and opportunities within the community centres' delivery model to guide improvements in future service provision, resource allocation, and overall strategic alignment.
- 3.2 A mixed methods approach was undertaken to gather information to understand how well the current model meets community needs and fulfils the intended purpose, and to identify opportunities to improve the efficiency of the model overall. Information gathering included:
- **A community survey** which resulted in over 220 respondents.
  - **A survey of user groups** of all community centres.
  - **Stakeholder interviews** with community centre management committees.
  - **Wider Council staff** were interviewed for feedback from a Council support perspective.
  - **Desktop review** of recent relevant reports, including:
    - The [2022 Community Places Research Report](#)

- The [2023 Feasibility Study for Palmerston North City Council Community Libraries/Hubs and Community Centres](#)
- The Roslyn Community Hub Report (not published at the time of writing this report; to be presented to Council meeting on 7<sup>th</sup> May).

#### 4. FINDINGS

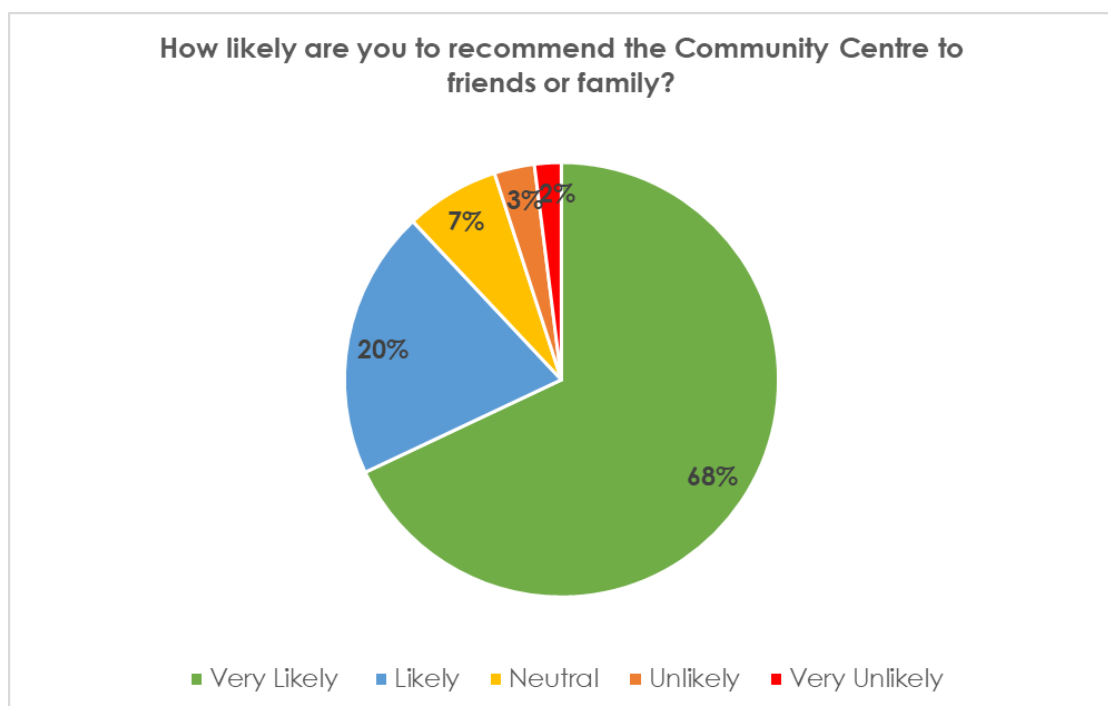
- 4.1 The review established that the current community centres' model is largely working well, with overall high utilisation, high levels of user and community satisfaction, good working relationships in place between Council and management committees, and a good variety of facilities available.
- 4.2 The community survey undertaken demonstrated users of centres rated their experience highly across a range of measures:

How would you rate your experience?	% of respondents who rated this measure highly or very highly
Cleanliness of the facility	85
Finding information about the centre before you booked	83
Getting access to the centre at the time of your booking	89
Locking up / leaving the centre after your booking	88
Making the booking	83
Overall quality of the facility	88
Quality of any equipment used within the facility	84
Value for money	86

Table 1. Community survey responses to the question 'how would you rate your experience'

- 4.3 Three areas of strength identified in the review are detailed below.
- 1. The management committee-based structure remains an effective way of managing our current community centres*
- 4.4 Stable and sustainable committees are crucial to the success of the current delivery model. The review highlighted the considerable commitment demonstrated by management committees, whose members are often representative of a user group and volunteering their time to the effective running of the community centres.
- 4.5 Committee members acknowledge that they benefit from the use of their community centre, however, without exception, all committees are operating above and beyond expectations in the time and effort they contribute towards the effective operation of the community centres.

- 4.6 While there are some areas for development as identified below, the review has confirmed that the community-led management committees are generally providing operations that are meeting the needs of regular and casual users.
- 4.7 Staff note that the volunteer contribution within this model helps to enable Council to provide community facilities in an affordable way.
- 4.8 Overall feedback from the wider community survey further demonstrates that the community centres are highly valued by the communities they serve, with 88% of respondents reporting they are likely or very likely to recommend community centres to friends or family.



Graph 1. Community survey responses to the question 'how likely are you to recommend the community centre to friends or family?'

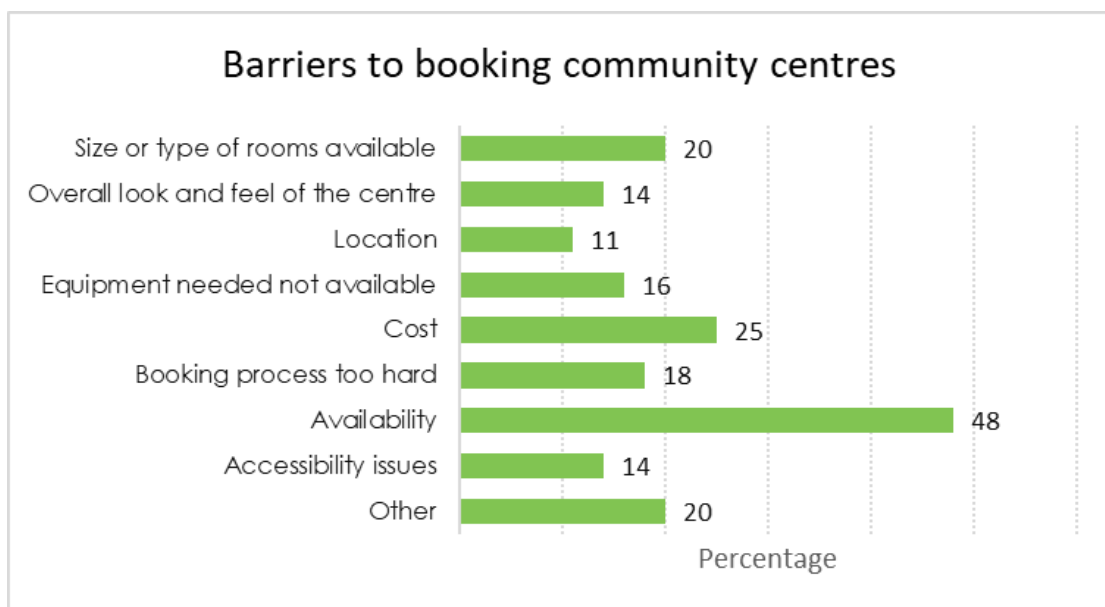
*2. Most community members appreciate the variety of the facility options across the city*

- 4.9 This review has shown that the current model provides the opportunity for most groups looking for a facility to find a centre that meets their needs. It is, however, important to note that as each centre has different features (including maximum occupancy), user groups often need to travel outside of their neighbourhood location to utilise a community centre appropriate for their needs.



*3. Management committees have good opportunities to connect with each other and Council*

- 4.10 Feedback gathered shows that the biannual community centre committee gatherings facilitated by Council staff are valued by both management committees and Council staff, as they enable relationships between different community centres to be fostered, with valuable networking and knowledge sharing opportunities for the progression of shared outcomes. There is, however, more scope to include enhanced strategic planning across centre committees, as detailed below.
- 4.11 Further, with key points of contact within Council identified for each committee, the support and responsiveness of Council staff to issues raised by managements committees working well.
- 4.12 While there were strengths identified in the current model as outlined above, the review also identified aspects of our community centres' operation where there is room for improvement.
- 4.13 The community survey demonstrated 20% of respondents had tried to book a community centre in the past but had not proceeded with their booking due to a range of perceived barriers. As outlined below, the most common reason given for not booking a centre was availability. Other common barriers were cost, suitability of room types, difficulty with the booking process, and cost.



Graph 2. Community survey responses, of respondents who identified that they did not proceed with a community centre booking, in answer to the question 'what prevented you from booking?'. Note respondents could select more than one answer.

- 4.14 Key areas of improvement identified in the review are detailed in the table below:

Finding	Detail	Actions for improvement
<b>Accessibility</b> - some community members do not know about community centres	<p>Some demographic groups are less likely to use the facilities (i.e. maximum occupancy does not allow for very large cultural celebrations)</p> <p>Some groups do not feel the community centres have the spaces and facilities they want or need, or could not easily find key information about centres</p>	<p>Develop a shared <b>marketing plan</b>, including Council and management committee actions, to better inform the community about the centres</p> <p>NB: Some issues with accessibility/availability for cultural gatherings will be mitigated by the Multicultural and Pasifika Hubs developments.</p>
<b>Availability</b> – some community members have found it hard to book centres	<p>Community centres are more difficult to book than Council would like</p> <p>Availability for use is competitive at popular times/days of the week</p> <p>User groups not proactively cancelling unneeded bookings prevents some casual usage</p> <p>Limited spare capacity for new and regular user groups</p> <p>Different centres have different booking officer processes and capacity</p>	<p>Implement enhanced <b>booking system</b> to increase ease of booking and awareness of community centre options</p> <p>Develop improved <b>booking guidelines</b> for management committees to improve equity of access and consistency</p> <p>Support <b>installation of keyless entry</b> across all centres</p> <p>NB: Some availability issues could be mitigated by the planned Community Hub developments</p>
<b>Affordability</b> – a small number of community members view cost as a barrier for accessing community centres	<p>Community centres are not deemed to be affordable by some</p> <p>Variable pricing exists across centres</p>	<p>Work with community centres to develop <b>booking fee guidelines</b> to ensure improved consistency in fees for both regular and casual users across centres, particularly for facilities with similar provision of services.</p>

<p><b>Functionality</b> – some users expressed dissatisfaction with the cleanliness of centres and technology available</p>	<p>Variable availability of Wi-Fi access and technology (sound systems, projectors etc.) across centres</p> <p>Ensuring cleanliness of rooms in between bookings at unstaffed centres is a challenge</p>	<p>Work with community centres to <b>install improved technology</b>, as needed, to ensure better consistency of provision</p> <p>Ensure more explicit expectations are set with users at time of booking regarding <b>cleaning requirements</b>. Support bond requirements to continue.</p>
<p><b>Resourcing allocation</b> – booking fee revenue not being fully optimised</p>	<p>Some community centres are sitting on high levels of reserves</p> <p>There is scope for the amount of financial support for community-led initiatives to be increased</p>	<p>Make percentage of income as investment for <b>neighbourhood community-led initiatives</b> more explicit in Management Agreements</p> <p>Consider how a percentage of income return to Council could cover more <b>facilities management costs</b></p>
<p><b>Sustainability</b> - it is challenging to build sustainable management committees with a strong volunteer base</p>	<p>Difficulty experienced in retaining volunteers for some committees (particularly position holders)</p> <p>Difficulty in increasing committee numbers to share responsibilities</p> <p>Ageing volunteer base</p>	<p>Continue support for <b>succession planning</b> to build depth across committees</p> <p>Work with committees to consider increasing portion of revenue towards improved <b>volunteer retention</b> (increase in honorarium and contractor fees)</p>
<p><b>Monitoring and evaluation</b> – Council needs more frequent information to evaluate success</p>	<p>There are limited regular ways to seek feedback on community centres to ensure they continue to meet community and intended outcomes</p>	<p>Ensure <b>regular satisfaction surveys</b> of both users and management committees are accessible and promoted</p>
<p><b>Proximity</b> – most community centres are serving a city-wide demographic rather than allowing for neighbourhood</p>	<p>The review showed some residents in neighbourhoods are not utilising their local community centre and/or not knowing what the centre is for</p>	<p>Connection to neighbourhood/surrounding environment to be promoted in <b>marketing plan</b></p> <p>Develop improved <b>booking guidelines</b> for management committees to improve equity of access and consistency.</p>

provision		Consider additional ways to encourage <b>neighbourhood bookings</b> . Consider localised marketing onsite ( <b>community notice boards</b> ) and increase community centre connection to the adjacent reserve (where applicable)
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Table 2. Summary of areas for improvement and actions to respond

- 4.15 The final finding note within this review is that Council's decision to support the development of Community Hubs is not yet reflected in the Support and Funding Policy. Community Hub facilities, which will be multifunctional, staffed facilities, as sites of service provision, in addition to being bookable spaces, will likely require a different model of support and operation to the current community centres model. There is a need for policy direction for the development, occupancy, and charging for this new kind of community centre.

## 5 CONCLUSION

- 5.1 Council has a long-standing commitment to the provision of community centres, to provide bookable community facilities that are affordable, easy to access and meet the needs of the community.
- 5.2 This Community Centres' Delivery Model Review provides an assessment of the current issues and operation of our community centres.
- 5.3 While there are some aspects of operations identified where there is room for improvement, to enhance user experiences and consistency of service, overall, the feedback through the review has shown the current community centres' model is largely working well, providing valued facilities for the many in the community to enjoy.
- 5.4 Moving forward, ensuring that the centres remain well-maintained and responsive to the growing demand for their use will be key to maintaining their positive reputation and continued success.

## 6. NEXT STEPS

- 6.1 Identified actions for improvement will be progressed as part of existing operational support by Council staff for community centres.
- 6.2 Staff will continue to monitor the operation of community centres (including periodic satisfaction surveys) and may conduct further reviews in the future. An appropriate time for any future review will be after the new community hubs are operational.

## 7. COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide?	<b>Yes</b>
Are the decisions significant?	<b>No</b>
If they are significant do they affect land or a body of water?	<b>No</b>
Can this decision only be made through a 10 Year Plan?	<b>No</b>
Does this decision require consultation through the Special Consultative procedure?	<b>No</b>
Is there funding in the current Annual Plan for these objectives?	<b>Yes</b>
Are the recommendations inconsistent with any of Council's policies or plans?	<b>No</b>
<p>The recommendations contribute to:</p> <p>Whāinga 3: He hapori tūhonohono, he hapori haumarū</p> <p>Goal 3: A connected and safe community</p>	
<p>The recommendations contribute to this plan:</p> <p>7. Mahere tautāwhi hapori</p> <p>7. Community Support Plan</p> <p>The objective is: Provide and support community centres, Youth Space, and Hancock Community House</p>	
Contribution to strategic direction and to social, economic, environmental and cultural well-being.	Community Centres contribute to the achievement of community wellbeing across all four areas, due to the range of activities, services and initiatives they support.

## ATTACHMENTS

Nil





## MEMORANDUM

**TO:** Community Committee

**MEETING DATE:** 21 May 2025

**TITLE:** Council Infrastructure accessibility initiatives

**PRESENTED BY:** Glen O'Connor, Manager Transport and Development and  
Kathy Dever-Tod, Manager Parks and Reserves

**APPROVED BY:** Chris Dyhrberg, General Manager Infrastructure

### RECOMMENDATIONS TO COMMUNITY COMMITTEE

1. That the Committee receive the memorandum titled 'Council accessibility initiatives and the actions needed to commit to the Ministry of Social Development Accessibility Charter' presented to the Community Committee on 21 May 2024
2. That the Committee note that officers are currently working with the Disability Reference Group to confirm the scope for the assessment of transport assets.

### 1. ISSUE

- 1.1 The Disability Reference Group made a submission to the 2021-31 Long-Term Plan requesting an accessibility assessment be undertaken of all Council-owned buildings, excluding housing.
- 1.2 Following a further submission from the Disability Reference Group to the 2022/23 Annual Plan, the scope of the accessibility assessment was expanded to include all Council-owned infrastructure.
- 1.3 The assessment of buildings was completed first. In March 2024, the Community Committee received an update of the work completed, the findings, and the process for addressing the identified issues and improvements.
- 1.4 This report summarises the building issues addressed since the last report and outlines the process for confirming the scope for the accessibility assessment of transport assets, which is programmed to commence this year.
- 1.5 The memo also provides an update on the ongoing programme of work to improve accessibility on parks and reserves and the approach proposed for an accessibility audit of parks in 2026.

- 1.6 This memo also provides an update on the approach for the accessibility audit on Council's Transport assets.

## 2. BACKGROUND

- 2.1 Operational Programme 2041 (Property – Accessibility of Council Facilities Assessment) was included in Year 2 of the 2021-31 Long Term Plan. This programme was created to provide an external assessment of all Council facilities to determine whether the needs of people with disability are appropriately addressed, and to identify any gaps.
- 2.2 The accessibility assessment considered seven elements – external approach, entrances, horizontal circulation, vertical circulation, sanitary conveniences, facilities and signage, wayfinding and lighting highlights.
- 2.3 Assessment reports were provided for each facility comprising of the following:
  - Areas of concern requiring immediate attention – compliance and safety concerns.
  - Recommendations for consideration in maintenance and short-term planning.
  - Recommendations for longer-term planned renewals; and
  - Highlighting areas, the reviewers regard as best practice in respect to accessibility.
- 2.4 Overall, the assessment resulted in a lengthy list of suggested improvements. Some improvements are quick fixes which could be addressed through 'business as usual' maintenance and renewals, and some are considerably more complex.

## 3. BUILDINGS – UPDATE ON IMPROVEMENT PROGRAMME

- 3.1 The last report to Committee listed the following projects as Priority A – to be addressed over the next 1 to 2 years:

Address the non-compliant elements that do not meet the minimum local legislation. This will be undertaken using existing operational budgets and includes common issues throughout the portfolio such as:

- Installing kickplates onto the doors.
- Paintwork - Colour contrast wall and surfaces, car park paint, stair nose & handrail paint.
- Replacing door locks/handles.
- Installation of accessible features; coat hooks, showers, shelves, etc.
- Replace/relocate accessible bathroom/shower fixtures and fittings, height adjustment.

3.2 A summary of the accessibility improvement as of 01 April 2025 is as follows;

Survey findings	Total item	Action	Priority -A	Priority B	Priority C
	1847		1151	310	372
Completed	202		128	44	30
Progress	160		141	13	6
Not achievable	8		6	2	0
Deferred	21		12	5	4

Note: Some of the completed items relate to the tenants' operation and are not building work. Commercial tenants were provided with the full list of recommendations for the premises they lease and invited to implement any of the recommendations that related to the tenant, as opposed to the landlord's responsibility.

- 3.3 It was anticipated that the action items from Priority-A will be addressed using the existing operational budget, however, the Property's operational budget is stretched, leaving little to spend on accessibility improvements. Going forward, while we continue to address these findings using the existing operational budget, should we need to expedite the implementation process, it is recommended to allocate specific budget lines for property accessibility improvements.
- 3.4 Some of the action items were included in the scope of the planned projects, in most cases, it is not practical to separately cost for these items. On other occasions, some of these action items are addressed by in-house resources which are not costed for separately either.
- 3.5 Priority-B projects have a 3-5-year timeframe. These are works that include adaption and improvement often associated with minor structural alteration. These elements will be added to the scope of the existing renewals programme and include:
- Improving accessible routes or parking, installing tactile cues on pedestrian routes.
  - Widen the width of entrance/exit doors and improve ledges and ramp installation.
  - Installing and improving handrails, treating the steeped slope ramps, improving gradients, etc.
  - Flooring- replace the visually noisy patterned flooring, adding accessible counter/reception desks.

- Kitchen spaces: improve benches and facilities to meet adequate knee recess clearance or height for wheelchair users and those with height restrictions.
- 3.6 The original programme provided for the cost of undertaking the audit, but it was clear that if the findings required action, then the Council would need to approve an increase in budget. This has not happened yet. To achieve a quick and tangible outcome, we recommend that the Council could perhaps address this omission.
- 3.7 The current focus is on the implementation of Priority A, in the meantime, as and when practical action items from Priority B and C are also addressed, i.e. incorporating them into the scope of any planned upgrade work.
- 3.8 The Priority A action items will be addressed under the following programmes:
1. **Programme 1 - Fixtures and Fittings (181 Action Items):** Fixtures and fittings either do not exist in some of the accessible facilities or are not positioned at an accessible height and distance, e.g., grabrails, coat hangers, soap dispensers, hand dryers, flush buttons, etc.
  2. **Programme 2 - Toilet Backrest and Flushes (23 Action items):** Some of the toilets lack backrests and toilets' flush buttons are difficult to use, need to be replaced by a motion sensor, or the one is easy to use. This programme has not started yet.
  3. **Programme 3 - Colour Contrast Paint Work (267 action items):** repainting either the wall in colour contrast or the fixtures and fittings on a wall, the entrance doors and the door frames, stairs nosing, handrails and ramps etc. The contrast repaint work has started in the public toilets using the Council's painters' team. Considering the magnitude of work, and the workload of the painters, some of these jobs will be outsourced.

### Challenges in Programme 3:

- 1) **Technical** There is no one-fit solution for contrast paint. For instance, in public toilet spaces with a white tile wall, white appliances and fixtures, the appliances can be painted green. However, some of the fixtures, i.e. hand dryers, are owned by the supplier, not PNCC. Either the supplier needs to replace these fixtures for colour contrast fixtures or PNCC needs to get rid of them and install new ones. Both cases involve significant costs for renewals. Consistent vandalism i.e. the soap dispensers is another issue, which stops us from painting the appliances in green.
- 2) A white toilet seat on a white tile wall is hard to achieve colour contrast, i.e. redo the tiling or replace the toilet seat (hard to find coloured toilet seats other than white).
- 3) The Palmy Colour Identity (Green & White) both blend due to high gloss and restrict access for people with major vision impairment.

Reducing the gloss level will increase the maintenance cost of cleaning and graffiti. We are seeking technical guides from Blind and Low Vision NZ on colour contrast.

- 4) **Resources:** The PNCC's internal painters' team is overstretched and cannot commit full-time to this programme. There is no specific budget for this work either.

4. **Programme 4 Installation of Kick Plates (61 action items):** These metal kickplates are installed at the bottom of accessible public toilets to protect the doors from both moisture penetration and damage from wheelchairs. This programme is awaiting the contractor's quote.

#### **Challenge in Programme 4:**

Each door is of a different size, make and material, hence a generic design does not fit all doors. Each door needs to be inspected, measured and then appropriate kickplates designed.

5. **Programme 5 Door Locks, handles and ramps (141 Action items):** steep ramps, ramps with no handrail or handrail on one side only, door locks and handles difficult to use. This programme has not started yet and has no budget.
6. **Programme 6 Signage Improvement (160 action items):** signage improvement is a wide area that would impact portfolio-wide in terms of design, braille, colour coding, etc, in order to have uniform and standard signage across the city. Comms is working with Blind and Low Vision NZ to seek technical guidance on signage requirements particularly braille.

#### **Priority B Accessibility List (3-5 years):**

These are the works that include adaption and improvement often associated with minor structural alteration. These elements will be addressed either alongside renovations to an existing building or as a separate grouped project such as;

- Improving accessible routes or parking, installing tactile cues on pedestrian routes
- Widen the width of entrance/exit doors and improve ledges and ramp installation.
- Installing and improving handrails, treating the steep slope ramps, improving gradients, etc.
- Flooring- replace the visually noisy patterned flooring, adding accessible counter/reception desks
- Kitchen spaces: improve benches and facilities to meet adequate knee recess clearance or height for wheelchair users and those with height restrictions,

7. **Long-term improvement;** These include non-compliant elements that require major structural and ground alteration and improvement. Some of these issues may already meet the minimum local legislation requirements but do not meet universally accepted best practices. These will need substantially more planning and are not currently budgeted for.

#### 4. **TRANSPORT – SCOPE OF ASSESSMENT**

- 4.1 Officers have attended meetings with the Disability Reference Group to discuss the potential scope, detail and timing of an audit of Council's Transport assets.
- 4.2 At its meeting on 31 March 2025, officers and the Disability Reference Group had presentations from various audit providers around what services they can provide.
- 4.3 The Disability Reference Group is going to consider the options and then hold further discussions with officers to confirm the priorities for this audit.
- 4.4 It is likely that the resulting audit will be undertaken over two financial years.

#### 5. **PARKS AND RESERVES – CURRENT ACCESSIBILITY INITIATIVES AND FUTURE ASSESSMENT PROCESS**

- 5.1 Programme 1884: Local Reserve – Accessibility and Safety Improvements is the primary programme used to fund physical accessibility projects within parks and reserves. Of the \$116K per annum, \$44K is budgeted for accessibility, and \$39K for safety and \$33K for lighting improvements. Projects are identified through asset inspections and requests from the community. A project funded through the programme may address more than one category and/or the funding may be used to support another parks programme.
- 5.2 The two other programmes that include a parks accessibility component are:
  - 1852 - Improvements to existing reserves to close identified level of service gaps - \$228 per annum
  - 1825 Local Reserves Renewals – funding varies year to year – between \$798- \$821K in years 1-3 of the LTP
- 5.3 Programme 1852 - As part of the asset management planning process, officers assess each reserve against the stated level of service for that reserve category to identify service gaps. The survey results, are in the Parks Asset Management Plan - [parks-and-reserves-asset-management-plan-2024.pdf](#).
- 5.4 Projects prioritisation within Programme 1852 is based on closing the biggest service gaps first. Our aim is for every suburb in the city to have a large reserve with a higher level of service provision than the other reserves in the suburb, including enhanced accessibility. Suburb Reserves have been the focus of Programme 1852 since 2022. Suburb reserves upgraded through this



programme in the past three years include Milverton, Awapuni, Takaro, Cloverlea, Kelvin Grove, Celaeno and Rangitāne.

- 5.5 Programme 1825 – Another part of our asset management planning is the identification and delivery of projects to address performance issues associated with existing assets, including replacement of assets that have reached the end of their life, are no longer compliant or which do not meet the needs of users. Underpinning the annual funding envelopes in the LTP is a list of projects within each asset category, as well as allowance to address asset loss due to vandalism, theft and weather events. In general, the programme covers the renewal of furniture, hard surfaces, structures and playgrounds.
- 5.6 When renewing an asset, we aim to replace with a modern equivalent asset – that is an asset that delivers the same level of service. Where there is the ability to enhance the user experience, or address identified service gaps, e.g. accessibility, the renewal funding is supplemented by one of the other two programmes.
- 5.7 Attachment 2 provides a gallery of photographs of some of the accessibility improvements that have occurred in reserves in the past two years. Common accessibility improvements include new hard surface paths, removal of barrier rails and the widening of gateways, more inclusive play equipment, installation of shade and shelter, improved seating, access to drinking water, improved signage and lighting.
- 5.8 **Accessibility Audit** – Our parks level of service audit is based on the presence or otherwise of a feature. For accessibility, this is somewhat problematic, as accessibility within a recreation setting can be categorised in many ways – for example - physical, visual, cognitive, dexterity, balance, language etc. Accessibility can also be divided into access to get into the park, to move around and through the park and access to features within the park.
- 5.9 Recreation Aotearoa and the Outdoors Accessibility Working Group collaborated with industry and accessibility experts to develop the Outdoors Accessibility Design Guidelines - [Outdoors Accessibility Design Guidelines | Recreation Aotearoa](#). The working group included disabled people with expertise in access and extensive experience in outdoor recreation.
- 5.10 The guidelines provide detailed, practical advice for improving accessibility in outdoor recreation spaces such as beaches, lakes, and green open spaces, with a focus on trails.
- 5.11 The guidelines were released in February 2025. Officers are still assessing how to best use the guidelines for an accessibility audit of our parks.
- 5.12 A more extensive accessibility audit will enable us to better identify accessibility issues and how best to address them. Officers intend to undertake an audit in 2026, The results will inform the next asset management plan and the 2027 Draft LTP.

## 6. NEXT STEPS

- 6.1 The accessibility audit and subsequent works will continue as outlined in this memorandum.

## 7. COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide?	<b>Yes</b>
Are the decisions significant?	<b>No</b>
If they are significant do, they affect land or a body of water?	<b>No</b>
Can this decision only be made through a 10 Year Plan?	<b>No</b>
Does this decision require consultation through the Special Consultative procedure?	<b>No</b>
Is there funding in the current Annual Plan for these objectives?	<b>Yes</b>
Are the recommendations inconsistent with any of Council's policies or plans?	<b>No</b>
The recommendations contribute to: Whāinga 3: He hapori tūhonohono, he hapori haumarū Goal 3: A connected and safe community	
The recommendations contribute to this plan: 1. Mahere hoahoa tāone 1. Urban Design Plan The objective is: Provide and promote connected, sustainable, accessible, safe, interesting, and playful public spaces	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Accessible facilities improve the connectiveness and social well-being of people in the city

## ATTACHMENTS

1. Accessibility Projects on Parks 2023-2025 [↓](#) 

# Parks Accessibility Improvements 2023-2025

## Hokowhitu Lagoon Paths



2 metre concrete pathway - Linking the bridge, walkways to and from the Chalet and the Picnic tables.



Active Transport pathway, path to the Chalet and walkway around the Lagoon



## Victoria Esplanade Camellia loop pathway.



New pathway around the Camellia loop - raising paved area to same height as new path



Seats set at the same level as the path



Access way from carparks to Camellia loop pathway

## Highbury Whanau Centre carpark



New pram crossing to access HWC and sports fields. In past users had to mount the kerb or go out to the road to access a pram crossing



## Chippendale Reserve



New shared pathway (Transport) across reserve linking Chippendale Crescent to Amberley Avenue – and lights on Pioneer Highway

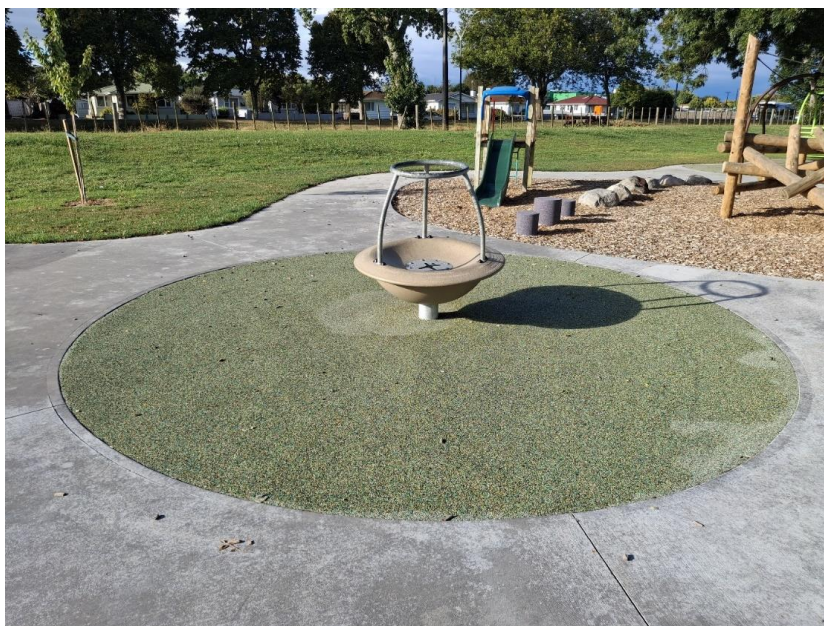




Widened footpath and replacement of barrier rail with bollards to improve access. New Drinking fountain and adjustable basketball hoop – to increase age range.



Rubber surface under swings for safety and improved accessibility.



Accessible surface and spinner with support bars to extend accessibility





Spring rocker with accessible surface and paths to move between items of play equipment



Large swing for all ages and for more than one person with an accessible surface



## Takaro Park



New wider access way from the carpark



2m wide path with links to the gym and drinking fountain

## Cloverlea Park



New 3m wide shared pathway (Transport) from Herbert ave through the park to Benmore Ave.



New shelter with access around it for different needs.





Accessible surface leading to Accessible basket swing



Accessible surface with spinner and easy acces from path way



AC path from Benmore Ave linking to the park

## Rangitāne Park





New 2m wide path linking Racecourse Road through the park to the access way from Carter crescent



Shelter with access from path and close to play area. Providing shade and shelter from the weather. Also plenty of room for wheelchairs and prams etc





Pic showing 1.8 m path linking picnic table and slide. Previously in winter you had to walk through mud.

The new spinner that 4 children can fit on and all be included in play.

## Langley Reserve



Pic showing new 2m path to seat and picnic table



New Basket swing

## Bunnythorpe Recreation Ground



New 2m path to access the sports fields and community centre from the footpath

## MEMORANDUM

**TO:** Community Committee

**MEETING DATE:** 21 May 2025

**TITLE:** Accessibility Charter: actions and resources needed for Council to adopt

**PRESENTED BY:** Jessica Papple, Marketing Manager and Olivia Wix, Communications Manager

**APPROVED BY:** Danelle Whakatihi, General Manager Customer & Community

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### RECOMMENDATIONS TO COMMITTEE

1. That the Committee receive the report titled 'Accessibility Charter – actions and resources needed', presented to the Community Committee on 21 May 2025.
  2. That the Chief Executive prepare a programme for the 2027-2037 Long Term Plan for Elected Members to consider.
- 

### 1. ISSUE

- 1.1 The Disability Reference Group have asked elected members to consider signing the Ministry of Social Development's accessibility charter. Elected members asked the actions and resources required to do that.

### BACKGROUND

- 1.2 The Accessibility Charter, led by the Ministry of Social Development, is a commitment public sector organisations can make to provide information in formats accessible to disabled people. Responsibility for the charter is in the process of being moved to Whaikaha – Ministry of Disabled People.
- 1.3 The Charter outlines the requirements that organisation needs to commit to over a period of five years. Once an organisation commits to adopting the Charter, it would need to create an action plan that is reported back to the Ministry every six months outlining how it's doing. That is reported to the Minister of Disability Issues.
- 1.4 The Charter has a 'Commitment' that needs to be signed by the Chief Executive, Communications Manager and Chief Information Officer, which outlines at a high level the commitment to providing a wide range of accessible information. Under that is a supporting document with the specifics of what is expected in accessible communications. That document outlines a range of priority areas to focus on improving initially. They include:



information specifically for or significantly impacts disabled people, exercising democratic rights, making an informed decision, receiving or making payments, consultation documents, or where people have asked for specific formats.

- 1.5 The charter requires that all new communication/information is available in accessible formats. Existing information that is a priority area should also be made available in accessible formats.
- 1.6 49 government organisations have committed to the charter, however we note that some don't meet the full spectrum of the charter yet as there is a five year implementation process. While councils aren't required to commit to the charter, all have varying accessibility commitments, including ours, as part of the 'Enabling Good Lives' principles.
- 1.7 As part of scoping the actions and resources needed to meet the charter requirements, a significant amount of work has been undertaken to audit the wide range of channels we use.
- 1.8 We have also met with the Disability Reference Group twice and attended an information training and workshop with the Ministry of Social Development. We also spoke with Blind and Low Vision New Zealand, Deaf Aotearoa and Easy Read.
- 1.9 For this report, we have not looked into the accessibility of communication and information of our Council Controlled Organisations, community centres, or CLM who manage our pools.

## 2. CURRENT STATE

- 2.1 Our investigations show that we are doing a very good job at meeting accessibility needs across our council communications and do far more than many other government departments and other councils to ensure we make our information as available and accessible to our community. These include:
  - **Plain language across most communications:** We ensure that all major public communications, including formal reports like the Long-Term Plan (LTP), Annual Report, consultations, social media posts, posters, flyers, and advertisements, letters and all other major communications to our community meet plain language standards. This guarantees they are clear, easy to understand, and as accessible as possible.
  - **We're doing well with most of our websites:** Our corporate website, [www.pncc.govt.nz](http://www.pncc.govt.nz), holds a 100% accessibility score, exceeding the highest NZ web standards. Our library website also meets the standards in the charter. Over the next 12 months our Venues & Events, and Caccia Birch websites will come up to the same high level. Our Wildbase Recovery needs some moderate development upgrades while Manawatū Heritage and Club Sandwich websites require more significant work.

- **Our main social media channels meet most accessibility standards:** Council's main channels @PNCityCouncil on Facebook, Youtube, Tiktok and LinkedIn pages meet the majority of accessibility standards, but not all requirements in the charter. Other social media pages associated with Council need more major changes which can be met through staff training. These other channels also don't meet the charter requirements that our corporate channels don't meet. These are explained below under the actions and resources needed section.
- **An inclusive brand and graphic design choices:** From font choice to color contrast, spacing, and layout, we ensure when we are designing things for our community that we are producing work that is fully accessible. This ensures readability for everyone.
- **Inclusive Video Content:** All council videos feature subtitles, and we host them on YouTube to enable closed captions, making our content accessible to those who are deaf or hard of hearing.
- **Accessible signage:** As part of our regular renewal process, signage around the city is updated to meet most accessibility standards, ensuring clear, easy-to-read information for all.
- **Accessible templates for staff:** We provide staff with accessible document and presentation templates, ensuring consistency in readability and ease of access. In onboarding training, we stress the importance of our staff creating information that can be understood by all in our community.
- **Face-to-Face engagement:** We hold community drop-in sessions, public meetings, and one-on-one engagements to ensure direct communication with residents who prefer in-person interactions.
- **Online engagement & feedback tools:** We provide accessible online forms and engagement platforms for residents to share their thoughts without needing to visit in person, where if needed they can use screen readers and audio readers
- **Multi-channel communication:** We communicate via various formats, including email, phone, online, newspaper, radio, and printed letters/flyers etc, ensuring people can choose their preferred way to engage with us.
- **Council documents available in print:** Key documents are available in printed format at libraries and service centers for those who may not have digital access.
- **Key staff support with community:** Many of our teams in customer service, at libraries and who undertake engagement help people to understand information in a wide range of ways to ensure it is accessible.

- **We're open to feedback:** Often our community will ask us to get communications in a certain way and we're constantly taking this on board and changing how we do things. We're also more than happy to help provide bespoke communications when requested
- **Accessibility is factored into procurement:** Our procurement policy has a principle which is 'Advancing Social Equity'. Accessibility is a core part of this.

### 3. ACTIONS AND RESOURCES NEEDED

3.1 The charter is a big step up from what we currently do. If Council chooses to proceed with the charter there will be a major work programme needed, additional staff resourcing and a budget required.

- All websites except main council site need audio readers added (approx. \$25,000 per year)
- Wildbase Recovery needs a small amount of developer support (expect costs between \$10,000-20,000)
- Staff need to work with Archives NZ to determine accessibility requirements for archival content for Manawātū Heritage. There could be a significant investment needed to make it accessible.
- Club Sandwich website will need either significant development cost or build a new website
- Closed captioning required on all videos. Based on current video production approx. \$6,000 per year
- Sign language added on all videos (past and in the future). Cost not known at this stage. Based on number of videos we produce we expect this could be approx. \$10,000- \$20,000 per year.
- Social media pages for council services will need improvements through staff training. Additional changes to all social media will need to be considered (eg: Sign language, transcripts etc). This is explained further below in risks.
- Audio Described Videos: (An audio-described video is a video that includes spoken descriptions of key visual elements, making it accessible for people who are blind or have low vision. For example, in a video without dialogue, an audio description might say "A young boy runs through a sunflower field, laughing, as the sun sets behind him."). We will need to do a major audit of all videos we expect to use over the next five years and in the future and work with the NZ provider to determine the cost. We expect there would be a significant upfront cost, and then an ongoing budget required for new content.
- Video Transcripts: We would need to purchase specialist software that does this in accessible formats. It will also require significant staff training and likely ongoing contractor costs to ensure it is meeting needs. Costs unknown at this point.



- Audio recordings: Provided on a CD or USB, they are an audio recording of the communication. Need to work with specialist translator to do these. Costs unknown at this point.
- Braille communications and signs: We expect this will have the most significant financial impact in adopting the charter. This is due to the needs of the using specialist braille printing machines, translators and the significant number of both communications and signs around the city (eg in buildings, parks, transport space). A major audit of communications and all signs would need to occur to determine the potential costs.
- Easy Read: This format is highly supported by disabled people. As above, we expect this would have a large financial resource needed for all communications. There is also a large lead in time needed which we expand on further in risks. Appendix 3 gives an example of what Easy Read is for a submission form. That document cost around \$2,000 and took around six weeks to produce. This is done by specialist translators and could not be done by council staff.
- Large font communications: This would primarily just impact staff making communications available in other sizes, and additional paper use especially for larger documents. This would mean greater lead in times for work as we would have to produce alternative formats to the designed document.
- **Other:** There is a wide range of other smaller scale things we need to do to meet the Charter requirement. This includes things such as: adding word documents to web pages, how emails are sent externally, file name conventions, staff training etc. There is a chance some of these things could have added costs as we are using technology differently to our licenses- eg: Word, and some people also may not be able to open if they don't have a Microsoft license.

#### 4. RISKS AND CHALLENGES

- 4.1 The charter focuses on making information as accessible as possible for people with disabilities. However, there are some challenges and risks in adopting the charter.
- 4.2 **Timeframes:** Information that gets translated into another format requires at least six weeks lead time. This will be a significant challenge for things like consultations or urgent work as we typically begin consultations within two weeks of council adopting the consultation material. This would be especially challenging for Annual Reports, Long Term Plans, Annual Budgets etc.
- 4.3 **Impact on wider engagement on social media channels:** Social media is an important communications tool as it makes information accessible to most people in our community. Social media platforms use algorithms to determine what content people want to see, and what content goes into their feeds. Algorithms change regularly, and as a result we change the way we make content to keep up to date with algorithm changes to ensure we have the highest chance possible of reaching as many people as possible. Algorithms

use both visual checks (what the screen is showing) and monitoring of wording and length of post.

4.4 A few of the requirements could have an impact:

- **Sign language on videos:** Algorithms at first scan visually and only want to see only one image on a screen at once (this would be impacted if we used sign language interpreters in each video). This could mean some of our content is not shared as widely as if there was only one image. There has also been some research that shows some people can view it as distracting and therefore not watch the video. This could also impact wider engagement. Sign language on Instagram and Tiktok especially would be a challenge due to the size of the video (portrait rather than landscape). These videos could sit on our website, but don't technically meet the charter requirements.
- **Visual descriptions:** Algorithms favour a variety of different length posts – some short and some slightly longer. More recently it is favouring short sharp posts. Visually explaining every image could negatively impact our engagement as we wouldn't be able to create short snappy content to capture attention, tease or seek user generated information quickly. The content needs to be in the post description rather than the comments as screen readers don't always read them. We wouldn't be able to have transcripts of video on our social media due to the impact on the length of the posts. This would need to be housed on our website or YouTube and that isn't ideal from an accessibility perspective.

4.5 While these things would improve accessibility for some people with disabilities, if we produce content that the algorithms don't support, or our community don't like, our overall engagement on all council information would suffer. This means people may be less informed about our services, facilities, events and opportunities to have their say. We note that the organisations that have adopted the charter, most aren't following the requirements for social media, and we expect the reasons above are why.

4.6 **Conflicting legislation:** When we create communications, we need to consider a range of different legislative requirements. For signs in particular there is conflicting legislation when it comes to considering some of these changes that we'd need to consider and weigh up. For example: What the Building Act says about toilet signage is different to what the Human Rights Act says and is different to the ISO International Standards. The addition of large font and braille will further complicate that.

4.7 The main legislation we use are:

- NZ Building Code
- NZTA Guidelines for Roadway
- Human Rights Act
- Council Bilingual Design Guidelines
- Ministry of Māori Development – Bilingual Signage Guidelines

- Health and Safety at Work Act 2015
- NZ Standards (NZS) / AS/NZS Standards
- Resource Management Act
- District Plan
- Building Accessibility Requirements
- Privacy Act 2020
- Signs and Public Places Bylaw
- NZ Fire Service Fire Safety and Evacuation Regulations
- ISO International Standards

4.8 **Hierarchy of translation:** Currently our guidelines, and most formal guidelines, have Te Reo before English and at the same font size and weight as each other. However, with the introduction of Braille this would need to change as we'd need to have all three languages. This will result in very large signs needed around the city. Blind and Low Vision NZ have also stated that all Te Reo would need to be translated into Braille.

4.9 **Cost:** Signing up to the charter would see a significant financial investment by council, as well as additional staff resourcing. While full costs haven't been determined at this point, we are aware of some potential costs to meet some measures. Officers therefore believe that costs to meet the charter requirements would likely need a large upfront operation budget and then an ongoing operational budget of at least \$50,000 per year, as well as increases to existing capital programmes costs for specialist printers and signs. An additional staff resource is also likely.

## 5. FEEDBACK FROM DISABILITY REFERENCE GROUP

5.1 We met with the Disability Reference Group twice. The first time was to give our initial overview of how we are tracking, and again late last month before presenting this report. They have provided the following feedback for your consideration.

*"The disability reference group welcomed the council's progress on the disability charter and praised the work done so far. The group saw the charter as a crucial step toward more inclusive communication and services. The group believes the charter is not just for disabled people, but also for older adults, people with English as a second language, and those using digital platforms. The group stressed that adopting the charter would mark a major shift and that accessibility should be built into all areas of council work, including websites, signage, and public consultations. Easy read formats were identified as a key early focus, along with consistent use of accessibility features and universal design. While acknowledging cost and resource challenges, the group encouraged the council to commit to the charter and lead by example."*

## 6. NEXT STEPS

6.1 This early work has already been significant, and has shown that, in many areas, we are performing well and delivering accessible communications

across a range of platforms. Getting to this point has required a substantial investment of time from staff, and it provides a prudent milestone to seek guidance from elected members before proceeding further.




- 6.2 The next phase of work is scoping what would be required to fully meet the Charter's commitments and that would be far more resource-intensive, reviewing thousands of documents we create for our community. It would involve identifying which materials need to be made available in alternative formats, estimating costs and timeframes, and engaging with external translators, developers, and the Disability Reference Group to begin prioritising actions. This work would enable officers to bring back a draft programme and budget for consideration as part of the Long Term Plan. At that point, elected members would also have an indication of the five-year work schedule that Council would be required to commit to and provide to the Government as part of choosing to proceed with the charter.
- 6.3 If elected members choose not to progress further work towards a formal commitment at this time, there are still a number of low-cost accessibility improvements that officers can continue to implement across Council's communication channels. These include:
- Increased internal training on accessibility for staff
  - When upgrading signs consider implementing of braille on priority areas identified through the Disability Reference Group
  - When technology is being upgraded, accessibility continues to be one of the key requirements
  - Continue plans to update the organisational style guide to ensure all communications are in plain English.
  - We promote the accessibility services we do provide, and where possible provide communication in alternative formats.
  - Improve some other elements where possible- eg using alt-text more in social media channels across the organisation (helps screen readers), add word documents to webpages where possible etc
  - Continue to work with the Disability Reference Group to identify priority areas where accessibility could be improved.

## 7. COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide?	<b>Yes</b>
Are the decisions significant?	<b>No</b>
If they are significant do they affect land or a body of water?	<b>No</b>
Can this decision only be made through a 10 Year Plan?	<b>No</b>
Does this decision require consultation through the Special Consultative procedure?	<b>No</b>

Is there funding in the current Annual Plan for these objectives?	<b>No</b>
Are the recommendations inconsistent with any of Council's policies or plans?	<b>No</b>
<p>The recommendations contribute to:</p> <p>Whāinga 3: He hapori tūhonohono, he hapori haumarū</p> <p>Goal 3: A connected and safe community</p>	
<p>The recommendations contribute to this plan:</p> <p>14. Mahere mana urungi, kirirautanga hihiri</p> <p>14. Governance and Active Citizenship Plan</p> <p>The objective is: Communities have the information they need to take part in Council processes. All governance processes and systems (including meetings, workshops, reference groups, hearings, engagement and consultation processes) encourage participation.</p>	
Contribution to strategic direction and to social, economic, environmental and cultural well-being	Preparing this report, and considering a draft programme shows our disabled community that we're serious about supporting the Enabling Good Lives principles. The recommendation gives elected members a clear picture of what work is needed, how much it might cost, and how long it could take—so they can decide whether to adopt the Accessibility Charter as part of the next Long Term Plan.

## ATTACHMENTS

1. Accessibility Charter [↓](#) 
2. Accessibility guide for implementation [↓](#) 
3. Easy read example - Auckland Council [↓](#) 



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# Accessibility Charter

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## ITEM 12 – ATTACHMENT 1

Our organisation is committed to working progressively over the next five years towards ensuring that all information intended for the public is accessible to everyone and that everyone can interact with our services in a way that meets their individual needs and promotes their independence and dignity.

Accessibility is a high priority for all our work.

This means:

- meeting the New Zealand Government Web Accessibility Standard and the Web Usability Standard, as already agreed, by 1 July 2017
- ensuring that our forms, correspondence, pamphlets, brochures and other means of interacting with the public are available in a range of accessible formats including electronic, New Zealand Sign Language, Easy Read, braille, large print, audio, captioned and audio described videos, transcripts, and tools such as the Telephone Information Service
- having compliance with accessibility standards and requirements as a high priority deliverable from vendors we deal with
- responding positively when our customers draw our attention to instances of inaccessibility in our information and processes and working to resolve the situation
- adopting a flexible approach to interacting with the public where an individual may not otherwise be able to carry out their business with full independence and dignity.

Our organisation will continue to actively champion accessibility within our leadership teams so that providing accessible information to the public is considered business as usual.

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Chief Executive

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Manager Communications

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Manager IT

Date \_\_\_\_\_





# Accessibility Guide: Leading the way in accessible information

A guide for government agencies to provide  
information and services that can be independently  
accessed by everyone



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This guide has been developed by the Ministry of Social Development, Department of Internal Affairs and Ministry of Culture and Heritage, in consultation with the Disabled People's Organisation's Deaf Aotearoa, People First New Zealand Ngā Tāngata Tuatahi, Association of Blind Citizens of New Zealand, and Kāpō Māori Aotearoa.

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Ministry of Social Development  
PO Box 1556  
Wellington 6140  
New Zealand

Telephone: +64 4 916 3300

Email: [info@msd.govt.nz](mailto:info@msd.govt.nz)

Web: [www.msd.govt.nz](http://www.msd.govt.nz)

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Accessibility guide: Leading the way in accessible information

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## About the Accessibility Guide

In New Zealand, we have 1.1 million disabled people, about one in four of our population. As government agencies, it's important our information and communications are accessible for everyone we serve and our employees, and inclusive of disabled people.

The guide is for those tasked with developing information and communications for government agencies, including employees, vendors and contractors and will support your agency to meet the needs of disabled people in your communities.

The government has made a commitment to providing information and communications through the Accessibility Charter programme of work<sup>1</sup>, which implements the requirements of the United Nations Convention on the Rights of Persons with Disabilities (UNCPRD)<sup>2</sup> through the New Zealand Disability Strategy, Priority 9A: Increase accessibility of information across government agencies<sup>3</sup>. The Accessibility Charter also relates to other disability programmes of work, such as increasing the employment of disabled people in the public sector.

To support government agencies to implement the intent of the Charter, it was agreed as one of the outcomes of the Disability Strategy<sup>4</sup> that the Ministry of Social Development (MSD) would work with the Association of Blind Citizens New Zealand, Deaf Aotearoa, and People First New Zealand Ngā Tāngata Tuatahi, Department of Internal Affairs and the Ministry for Culture and Heritage to develop a guide to inform government agencies about accessible information.

This guide is supported with a training programme that is free to all relevant government employees.

This training can be accessed by sending your email contact to [accessibility@msd.govt.nz](mailto:accessibility@msd.govt.nz).

It is acknowledged that this guide is by no means definitive, and it's important to learn through individual experience. This is a living document and will be revised regularly to make sure content reflects current practice based on mutual discussions and feedback from those who use it.

<sup>1</sup> <https://www.msd.govt.nz/accessibility-charter>

<sup>2</sup> <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/article-21-freedom-of-expression-and-opinion-and-access-to-information.html>

<sup>3</sup> <https://www.odt.govt.nz/nz-disability-strategy/outcome-5-accessibility/>

<sup>4</sup> <https://www.odt.govt.nz/nz-disability-strategy/>



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## Accessible information and communications

Accessible information and communications allow disabled people to participate and contribute on an equal basis with non-disabled people.

To be accessible, information and communications is provided in formats and languages that disabled people can access independently, without relying on other people, and is compatible with assistive technology, such as computer screen readers (known as assistive devices). Essentially, it is free of barriers.

Accessibility is the measure of how easily people can access and engage with information and communications.

Information and communications include any printed or online information in pamphlets, brochures, websites, online applications, forms, or ways that people access and engage with information and services.

Having accessible information and communications recognises the diversity of New Zealand. It considers alternate formats (eg Easy Read, large print, braille, audio, and New Zealand Sign Language [NZSL]).

The trend towards a digital society provides users with new ways of accessing information and services. Government agencies rely increasingly on the internet to produce, collect, and provide a wide range of information and services online that are essential to the public. Access to public services and information through accessible and usable websites and mobile applications would benefit disabled people's daily lives.

It's important, for the public sector, that we are responsive to the needs of our communities. As part of this responsiveness, all New Zealanders should have equal access to information about government's policies, initiatives, and programmes.

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## About the accessibility charter

The Accessibility Charter and its programme of work across government agencies sits under The New Zealand Disability Action Plan, of which the vision is for “all New Zealanders to experience equal rights of citizenship”. For disabled people, realising their human rights is dependent on their access to information, services, and products.

The purpose of the Accessibility Charter is to:

- improve disabled people’s access to information provided by government agencies to the public
- provide disabled people with a consistent experience when accessing government information
- meet New Zealand’s international obligation under the United Nations Convention on the Rights of Persons with Disabilities.

In 2017, as part of the New Zealand Disability Action Plan, the Accessibility Charter was developed by the Ministry of Social Development and the Disabled People’s Organisation’s (DPO) action lead, the Association of Blind Citizens of New Zealand (Blind Citizens NZ).

In July 2017, the State sector Chief Executives agreed to the content, which forms the Accessibility Charter.

### What the Accessibility Charter says

“Public Sector Chief Executives are committed to working progressively over the next five years towards ensuring that all information intended for the public is accessible to everyone and that everyone can interact with our services in a way that meets their individual needs and promotes their independence and dignity. Accessibility is a high priority for all our work.

This means:

- meeting the New Zealand Government Web Accessibility Standard and the Web Usability Standard, as already agreed, by 1 July 2017;
  - ensuring that our forms, correspondence, pamphlets, brochures and other means of interacting with the public are available in a range of accessible formats including electronic, New Zealand Sign Language, Easy Read, Braille, large print, audio, captioned and audio described videos, transcripts, and tools such as the Telephone Information Service;
  - compliance with accessibility standards and requirements as a high priority deliverable from vendors we deal with;
  - responding positively when our customers draw our attention to instances of
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inaccessibility in our information and processes and working to resolve the situation;

- adopting a flexible approach to interacting with the public where an individual may not otherwise be able to carry out their business with full independence and dignity.

We will continue to actively champion accessibility within our leadership teams so that providing accessible information to the public is considered business as usual.”

## **Implementing the Accessibility Charter**

The Accessibility Charter was launched in February 2018 at the State sector Chief Executive’s master class. To implement the intention of the Charter, the following 7-point process is recommended.

### **1. Endorse your commitment**

The first step in the programme is for organisations to endorse their commitment to providing accessible information.

To do this, the Chief Executive, and Communications and IT managers sign the Accessibility Charter, giving employees the mandate to work towards an accessible environment for their clients, and employees.

### **2. Appoint a sponsor**

The Leadership Team appoint a sponsor. With sponsorship at a Senior Leadership level the work is visibly acknowledged, supported and accessible approaches demonstrate to employees and clients the commitment to including disabled people, both internally and externally.

### **3. Appoint champions**

The IT, Communications, and Human Resource (HR) teams each appoint a champion to support staff to up-skill and be a point of contact for queries.

### **4. Develop the Action Plan**

The Action Plan can be developed from a gap analysis using the checklist for accessibility and inclusion in Appendix 1.

### **5. Prioritise the projects**

A more detailed analysis will identify key projects to progress. This may include developing capability and engaging with the DPOs to find out what projects are of priority for their communities.

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## 6. Monitor progress

To monitor your progress, develop regular reporting through the IT, Communications, and HR champions to the leadership sponsor. Make sure that you incorporate user feedback in your reports.

Each agency reports on progress to MSD every six months. The reporting on the Accessibility Charter is combined with the Lead Toolkit programme of work and Disability Data work programme, which is about employing and retaining disabled people in an accessible and inclusive way.

## 7. Continuous quality improvement

Use your reporting to identify further areas of improvement. You can also engage the DPOs for feedback on ways to improve accessibility within your agency.

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# Web Accessibility Standard

“The power of the web is in its universality.  
Access by everyone regardless of disability is an  
essential aspect.”

Tim Berners-Lee, inventor of the World Wide Web

The Web Accessibility Standard<sup>5</sup> focuses on improving Government website accessibility for disabled people. Accessible websites also benefit users without disabilities, as well as those using a variety of technologies to access the web. This helps the New Zealand Government to meet its obligations under the Human Rights Act 1993, the UN Convention on the Rights of Persons with Disabilities and directly supports the development of accessible digital services.

The Web Accessibility Standard is a mandatory requirement for Public Service and non-Public Service departments as laid out in Cabinet Minute (03) 41/2B and is supported by a requirement for Government agencies to self-assess against the Standard by the Department of Internal Affairs. The latest assessments were completed by February 2018, and a report published on 30 November 2018<sup>6</sup>. This report sets out the findings on the current state of government compliance, and the next steps of an ongoing commitment to maintaining and supporting these standards.

The all-of-government Digital Service Design Standard, approved by the Government Chief Digital Officer and launched by the Minister for Government Digital Services in July 2018, will also support and promote the Web Accessibility Standard under a new overarching service design framework. The Web Accessibility Standard is specifically referenced as a mechanism for meeting Principle 4 of the Design Standard: ‘Be inclusive and provide ethical and equitable services. The compliance and support model for this standard was published in mid-2018<sup>7</sup>.’

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<sup>5</sup> Further information about the Web Standards can be accessed at: <https://www.digital.govt.nz/standards-and-guidance/nz-government-web-standards/>

For guidance on meeting the standards and assessing compliance, see: <https://www.digital.govt.nz/standards-and-guidance/design-and-ux/>

<sup>6</sup> Department of Internal Affairs (2018): 2017 Web Standards Self-Assessments Report. DIA, Wellington. <https://www.digital.govt.nz/standards-and-guidance/nz-government-web-standards/web-standards-self-assessments-report/>

<sup>7</sup> Digital Service Design Standard: <https://www.digital.govt.nz/standards-and-guidance/digital-service-design-standard/>

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# Accessible language and content

## Language

When talking with and about disabled people, we are respectful and courteous.

- Keep language clear, accurate and neutral – follow plain language principles.
- It is often not appropriate to name a person's impairment/s or ask what their impairment/s is/are, unless confidentially such as in a survey.
- Don't define someone by their impairment or the equipment they use.
- Use neutral language – the art of discussing difficult issues while still maintaining dignity and respect for each other.
- Use inclusive language – avoid creating or perpetuating negative social stereotypes. Use "person uses a wheelchair", rather than being confined to a "wheelchair." Or someone may "have an impairment", but they neither "suffer" from it, nor are they "afflicted" with it. Other language that is inappropriate includes "mental retardation" and "deaf mute".
- It's important not to make assumptions about a disabled person's needs or capabilities based on your own preconceptions.

In New Zealand, we use the term "disabled person/people" as outlined in the New Zealand Disability Strategy rather than "person/people with a disability".

In this context, "disabled" refers to things outside the person that impact on them and put barriers in the way of them participating in the world we all live in. These barriers can be both attitudinal and physical. By using the term "disabled people" we are indicating that we need to do something about the barriers that disable them.

## Images of disabled people

Information about disabled people should show them as people in society and not create an impression of separateness or specialness. Images should be age appropriate.

- Disabled people should be included in general illustrations to show they are part of the community like everyone else.
- Show disabled people in everyday social situations and work environments.
- Show diversity amongst disabled people – disabled people can be any ethnicity, any relationship or family status etc.
- Some impairments are not visible or obvious. Don't go out of your way to accentuate a person's disability in photos/images.



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## Accessible design for print

The following information is for print design. However, many of the principles for print design are the same as for online design, for example text spacing. It has been adapted with permission from the Round Table on Information Access for People with Print Disabilities Inc<sup>8</sup>.

### Fonts

- The minimum recommended body size is 12-point type for a general audience, while 16 point is the minimum size recommended for people with vision impairment/low vision, or people with learning disabilities.
- Use a strong sans-serif font such as Arial.
- Avoid highly stylised or simulated handwriting and typefaces.
- Typefaces are available in different weights. Avoid light options as there is less contrast between paper and text.
- Avoid italics, which can be difficult for some people to read.
- Bold type can be used to emphasise text.
- Avoid using all capital letters in words. The human eye recognises the shape of words and a word in all capitals is harder to recognise.
- Use a typeface that makes numerals distinct.

### Design characteristics

- Avoid underlining except for hyperlinks.
- Body text line length should be about 60 characters.
- Align text to the left-hand margin.
- Avoid right-justified text.
- The space between lines should be 1.5 and twice the space between words.
- Words should be evenly spaced.
- Make sure there is a strong contrast between the text and the background.
- Use plenty of white space around text and images and separate the different elements of the page.
- Avoid using text over images or patterned backgrounds.

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<sup>8</sup> Guidelines for producing clear print: [https://printdisability.org/wp-content/uploads/2013/09/round\\_table\\_clear\\_print\\_guidelines-PDF.pdf](https://printdisability.org/wp-content/uploads/2013/09/round_table_clear_print_guidelines-PDF.pdf) [PDF 802KB]

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- Avoid using colour shading and screens that reduce the contrast between text and background.
  - To accentuate pieces of text, use white spaces or boxes.
  - Leave a space between paragraphs for ease of reading.
  - Avoid fitting text around images if this means lines of text start in different places and are difficult to find.
  - Avoid using watermarks in the background of content to identify for example, "draft" and "confidential". Signal these clearly on the front page and include in the running header or footer.
  - Allow extra space/widely spaced lines on forms for people to write on or for signatures.
  - Consistency is important, for example make sure page numbers are in the same place on each page.

## **Paper and binding**

- Use matt or satin paper rather than glossy paper.
- Use paper with enough weight so the print does not show through on the other side.
- Choose binding that allows the print documents to open flat.

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# Accessible document formats

## Email

If you are sending out emails including newsletters, they should be in accessible HTML format with the option of viewing in plain text:

- Provide the original Word document as well as the PDF.
- Include the document in the original email if the document is short.
- Provide a web link at the end of the text.
- Provide captioned and audio described video or New Zealand Sign Language (NZSL).
- Do not use a PDF file as the only communications tool.

## Websites

Information on the web should follow the New Zealand Government Web Standards<sup>9</sup>, which includes:

- Conformance to WCAG 2.1 (the Web Content Accessibility Guidelines<sup>10</sup>) at Level AA.
- Correctly marked-up HTML (HyperText Markup Language).
- Tagged/structured PDFs that are optimised for accessibility, including alt text on images, and tagged tables.
- The PDF document properties should include title, an author such as the organisation, the language used, and show document title as the "window options. PDFs are not to be relied on as an accessible version.
- PDFs created from scanned content should not be used as the only communications tool. They cannot be read by screen readers and can be inaccessible to people with other impairments.
- Alternate formats which include audio, New Zealand Sign Language (NZSL), Easy Read, Braille, and large print.

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<sup>9</sup> <https://www.digital.govt.nz/standards-and-guidance/nz-government-web-standards/>

<sup>10</sup> <https://www.w3.org/TR/WCAG21/>

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## Social media

The following list of tips about accessible social media is reproduced from the Australian Network on Disability<sup>11</sup>.

### Images

- If images contain text, include that text in your post and in the alternative text.
- Ensure enough contrast between your text and background.
- Provide appropriate alternative text for informative images.
- Use emojis and emoticons sparingly.
- Caption informative images where possible.

### Video

- Provide captions for your videos. Closed captions are preferred.
- Provide audio descriptions for your videos.
- Picture in picture using NZSL.
- Provide transcripts for your videos, preferably in HTML.

### Readability

- Avoid jargon, acronyms, and idioms.
- Use CamelCase for hashtags.
- Include hashtags or mentions at the end of your post.
- Create short links or remove redundant links.
- Tell users when linking to an image, video, document, or audio file.
- Thread related Twitter posts on the same topic.

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<sup>11</sup> <https://www.and.org.au/articles.php/43/how-to-write-more-accessible-social-media-posts> 16 May (archived)

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## Presentations

Slideshows are a powerful communication tool that are often inaccessible to people who are blind or vision impaired. Fortunately, there are ways you can create slideshows that are accessible to a wider audience.

To ensure presentations are accessible, consider the:

- visual presentation (slideshow, PowerPoint, videos, audio files)
- handouts
- verbal presentation.

### Design of presentations

- Use a simple, uncluttered design template.
- Use the pre-defined text boxes, title boxes, and image boxes already in the templates, rather than creating your own. Adding new page elements can reduce the ability of adaptive software to read the information in the right order or to read it at all.
- Use sans serif fonts such as Arial, Verdana, or APFont (a font developed specifically for low-vision readers), in minimum 24-point.
- Be mindful of colour contrast issues. Light text on a dark background is best (eg yellow on black, white on dark blue, or white on black).
- Do not convey information with colour alone, as some individuals may be colour-blind.
- Limit the number of bullet points and total quantity of text per slide. We recommend 5 words per bullet and no more than 5 to 7 bullets per slide. If your audience is largely made up of people with learning disabilities use 2 to 3 bullets per slide.
- If using Microsoft PowerPoint, consider incorporating audible slide transitions that notify audience members that you are moving to a new slide. iWork Keynote does not offer audio transitions, so use some verbal indication, such as saying "next slide".

---

## Features of presentations

- Set presentation to "Normal" view, open the Slide Show menu, and select Slide Transition. A Slide Transition pane will appear on the right side of the screen.
- In the Modify transition section, select Sound. Choose a sound from the select box. "Click", "whoosh", "chime", or "camera" are good choices. Some of the others might become annoying to the audience.
- Disable automatic slide transitions and ensure slides change "on click". This allows audience members who want to review your slides to control the speed with which slides change.
- Minimise the number of transitions or animations used in your presentation. These features can limit the functionality of adaptive technology.
- If using Microsoft PowerPoint (version 2010 or later), once you have completed your slideshow use the "Document Accessibility Checker" to check for accessibility issues. This tool can scan the slideshow for elements that are missing descriptive text, elements that have no assigned order for adaptive technologies, slides that have no assigned titles, and other issues.

## Public service advertisements on TV and online

If you are communicating to New Zealanders through a video on television or online, you should:

- Have the video captioned so that Deaf and hard of hearing people can understand what is being said and know about any other important sounds, such as a phone ringing off screen.
- Look at using picture-in-picture for New Zealand Sign Language (NZSL).
- Ensure that information presented visually (such as a phone number) is also said out loud so that the blind and vision impaired community don't miss out on important information.
- Look into having the video audio described so that blind and vision impaired people can understand information that is being communicated visually.

The independent charitable trust, Able, provides all the captioning, and picture audio description on free-to-air television in New Zealand. Able can caption your videos for a fee.

If you are procuring an advertisement, you could make captioning and picture audio description a necessary deliverable of the contract.

For more information on captioning and audio description please see the next section on alternate formats.



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## Alternate formats

This section is about providing alternate formats for people who are print disabled<sup>12</sup>, including those with sensory or learning disabilities, dexterity, or literacy issues.

Alternate formats – Easy Read, Braille, audio, large print, and NZSL video – mean disabled people can experience the same level of service that is offered to the rest of the community.

To provide a consistent approach across government, we recommend you build accessibility in from the beginning by contacting the relevant Disabled People's Organisation (DPO) early in your project by contacting [accessibility@msd.govt.nz](mailto:accessibility@msd.govt.nz).

The DPOs will advise you on the structure of information and whether wider context is needed to explain the information further.

When considering the information you will provide, the most important things you can do are:

- Let [accessibility@msd.govt.nz](mailto:accessibility@msd.govt.nz) know ahead of time that you will be sending a document. Once a quote has been confirmed and the final document received, alternate formats can start.
- Allow for the 4-week minimum timeframe for complete translations.
- Put your document into plain language as much as possible.
- Consider whether it will be okay to translate only the summary or key points of your document.

### Formats for people with learning (intellectual) disability

Easy Read is an alternate format that is easier for people with a learning disability to read and understand.

It is also more accessible for many people who are Deaf, older, have English as a second language, or low literacy.

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<sup>12</sup> The 3-print disabled DPOs are part of the team managed through [accessibility@msd.govt.nz](mailto:accessibility@msd.govt.nz).

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## Easy Read:

- uses many of the same principles of plain language, but goes further in terms of avoiding or explaining difficult words
- uses images to explain the meaning of the ideas in the text.

People First New Zealand provides a professional Easy Read Translation service, called Make It Easy<sup>13</sup>.

There are 2 ways you can use the Make It Easy service:

1. You can use the service to get a complete translation of your information into Easy Read, and guidance on the best way to structure your document and reach people with a learning disability. This service is charged by the hour, includes the cost of images (and the right to use them for that document) and testing by people with a learning disability, and has a 4-week minimum timeframe. This service enables you to state your document has been translated by People First – a recognised Easy Read producer.
2. You can have a go at putting your information into Easy Read by following the principles in the People First New Zealand's 'Guide to making Easy Read information'<sup>14</sup>. You can then send your draft to the Make It Easy service for a consultation. A consultant will provide you with practical advice on what to change in your document to bring it into line with the principles of Easy Read. This service can take 1 to 2 weeks and is charged out at a set price. Making the changes suggested by the consultant will enable you to state your document has been translated in consultation with People First New Zealand.

People First New Zealand can also utilise its networks through local groups and social media to distribute information to people with a learning disability throughout New Zealand. Publicly available Easy Read documents are regularly uploaded to the People First website for free downloading by the community. Discuss this possibility with People First to make sure your information is easy to find.

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<sup>13</sup> <https://www.peoplefirst.org.nz/who-what-where/what-is-people-first/easy-read-translation-service/>

<sup>14</sup> Make it clear: A guide to making Easy Read information: <https://www.peoplefirst.org.nz/download/862/> [PDF 2.54MB]

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## Formats for blind, vision-impaired, low vision, and Deafblind

Association of Blind Citizens New Zealand provides advice about producing documents in alternate formats for those who are blind, vision-impaired, Deafblind or have low vision (referred to as blind and vision-impaired) and provides a blind consumer's perspective.

Blind and vision-impaired people read information via a range of options such as large print, audio, braille, e-text etc. Creating well-structured, accessible documents using clear print principles, means they can be more easily converted into alternate formats such as large print, braille, and synthetic audio files. Clear print documents are more legible, and readable, and they benefit everyone, especially someone who is vision impaired.

### Large print

Large print refers to text that is larger than 12-point print (font) size and uses clear print principles. When producing large print documents for a wide audience the recommended minimum print (font) size is 16 point. Some people prefer their large print to be 22-point print size or bigger. When producing a large print document for just one person's use, ideally you should ask them what print size they prefer.

Documents that are created accessible from the beginning are more easily reformatted to a larger print size. Reformatting an existing document to large print will require attention to the layout of all content.

Large print information can be produced effectively using standard word processors and printers.

### Audio

Audio versions of print documents must be accurate, uncensored reproductions of the printed text. They must be of the highest standard possible and describe the purpose and circumstances of the document.

Several providers provide a quality audio recording service using either a professional narrator or synthetic text. Information can be produced as audio on CD, as MP3 (files can be emailed, downloaded from websites etc.), and/or DAISY files.

DAISY offers a flexible and navigable reading experience for blind or vision-impaired people.

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## Braille

New Zealand has a standing setting authority for braille – this is The Braille Authority of New Zealand Aotearoa Trust (BANZAT). For several hundred blind and vision-impaired people, braille is the primary means of accessing information. For Deafblind people this may be the only way information can be obtained.

Braille consists of arrangements of raised dots that stand for individual letters, combinations of letters (contractions), punctuation signs and other print symbols. By using a six-dot cell, 63 different patterns can be formed. Braille must always be of a high standard, and mirror print documents exactly. Often people will prefer hard-copy braille as opposed to using technology that displays print as braille.

## Audio description of video

For blind and vision-impaired people audio description is the equivalent to captioning for Deaf and Hard-of-hearing people.

Audio description gives blind and vision-impaired people information about the things they may not be able to see. Blind people benefit from audio description because it provides a commentary on the nuances of silent, visual activities on screen such as body language, scenery, facial expression, clothing, and style of dress etc., and static displays in museums and art galleries, that they would otherwise be unable to follow or appreciate.

When producing video, visual clips etc., attention to visual content that will not be seen by blind or vision-impaired people is needed. In the same way as spoken and audio content requires captioning (and/or NZSL), purely visual content requires audio description.

Able is the primary producer of audio description in New Zealand and is recognized internationally for the quality of its work.

## User testing

Test your website's accessibility and usability through the Association of Blind Citizens of New Zealand who involve blind and vision-impaired testers to complete a series of tasks using a variety of assistive software, devices, and technology platforms. The Association of Blind Citizens of New Zealand will co-ordinate the feedback and provide recommendations.

People First New Zealand may also be able to offer website testing by people with learning disabilities. Contact [accessibility@msd.govt.nz](mailto:accessibility@msd.govt.nz) about accessing user testing.

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## Formats for Deaf people

Deaf people who use New Zealand Sign Language (NZSL) as their first or preferred language can find English information difficult to access and understand. This is due to a range of factors including that NZSL and English are different languages, and the grammatical order and linguistic rules of each language are very different. English is like a second or third language for many Deaf people. Deaf people are provided significantly greater access and understanding of information when it is provided in their first or preferred language – NZSL.

NZSL is a real language and the natural language of the Deaf community. It is a visual language using the hands, body, facial expressions, and movement in very precise ways. NZSL has no written form of expression - you cannot write a note in NZSL, but you can record one on video.

NZSL was made an official language of New Zealand by the New Zealand Sign Language Act 2006. The Act acknowledges that NZSL is a language unique to New Zealand, that it is the preferred language of Deaf people, and guides government agencies in making their information and services accessible through NZSL. The Act also provides the right to use NZSL in courts.

### NZSL video

Making information accessible for Deaf people entails translating the information into NZSL on video. NZSL videos can be shared on websites, e-newsletters, social media and on screens used in offices/workplaces.

#### Distributing to the community

Ensure the NZSL video is uploaded and shared widely in Deaf community networks including Deaf Aotearoa's communication channels.

### Captions on videos

Captions make videos more accessible for people who are Deaf or Hard-of-hearing and who do not use NZSL as their first or preferred language. Captions are also used by people who are learning English, have difficulty understanding certain accents or want to watch without sound.

Captioning can be open or closed. "Open captions" are permanently on the screen and "closed captions" can be turned on and off by the user.

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Captions are different from subtitles. Captions are designed for Deaf and Hard-of-hearing people and include information about speakers and sounds. For example, captions will indicate changes in speakers, when the person speaking is off screen, when there is music and what kind of music. Subtitles are often put on foreign language films and are designed for people who can hear and so don't include the additional aural information.

Some video hosting services such as YouTube provide a free online automatic captioning service that can easily be edited.

You can get your video captioned professionally for a fee.

### Picture in Picture

Picture in Picture is a feature where a second video is superimposed on the main video. This feature is useful when you want to add in a Sign Language translator on the screen, usually in the bottom corner. Using the Picture in Picture feature offers lots of flexibility, that is sometimes a green screen (chromakey) is used so that the green background on the superimposed second video can be removed.

### Process for alternate formats

1. Contact [accessibility@msd.govt.nz](mailto:accessibility@msd.govt.nz) when you are thinking about a new project that will involve alternate formats. The alternate formats team is managed by MSD and includes Association of Blind Citizens New Zealand; People First; Deaf Aotearoa.
2. The team has regular meetings, and you can attend one to discuss your proposed project to ask for advice.
3. Once you have a final document, complete the alternate formats form. The completed form is then sent to [accessibility@msd.govt.nz](mailto:accessibility@msd.govt.nz) along with:
  - a. a Word document copy of the final document
  - b. a link to your logo with the colour pallet
  - c. your cost centre or contact for invoicing.
4. In looking at the final document, there may be questions that the alternate formats team will ask. There may be changes to your document as the result of these questions.
5. The alternate formats team will provide you with a quote. Once the quote is confirmed, and the final word document is received, production of the alternate formats will start.
6. Copies will be sent to you to review and make any changes.
7. Once confirmed, the final copies will be sent to you to upload to your system.



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# Including accessibility in projects

By building in accessibility early and incorporating it in your projects at the beginning, you'll save time and money, as it is more expensive to retrofit later. This process is called "born accessible".

Below is guidance for ensuring your projects are accessible for disabled people, regardless of whether it is in print, online information, or an application.

## Guidance

### 1. Engage with print disabled DPOs at the start of the project

By engaging early with DPOs through [accessibility@msd.govt.nz](mailto:accessibility@msd.govt.nz), you can allocate time and budget into your project.

The DPOs will advise on:

- the appropriate alternate formats for the project
- the budget needed to produce alternate formats
- the timeframe needed to complete the alternate formats (usually a minimum of 4 weeks)
- the process for producing alternate formats and any testing that is needed
- how to structure the content so it is accessible
- if the audience might need additional context for the information.

Email [accessibility@msd.govt.nz](mailto:accessibility@msd.govt.nz) if your project wants usability testing done by disabled people.

### 2. Include accessibility in tender documents and contracts

Accessibility is a non-negotiable requirement for contractors and providers and can be included in an RFPs or contracts. Make sure you are clear about what you mean by accessibility. For online development work, Web Standards are an IT procurement requirement<sup>15</sup>.

Ask contractors and providers to provide evidence that their products or services can comply with accessibility and web standards requirements.

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<sup>15</sup> <https://www.procurement.govt.nz/procurement/principles-charter-and-rules/government-procurement-rules/other-rules-you-need-to-know/web-standards/>

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### 3. Test for accessibility against the Web Standards

Test your product against the Web Standards throughout the design and build phases. The Marketplace lists suppliers who provide web accessibility services<sup>16</sup>. Potential users can test for accessibility – email [accessibility@msd.govt.nz](mailto:accessibility@msd.govt.nz) if you need help with user testing.

### 4. Follow the process for producing alternate formats

Develop your content with an accessible structure, language and formats following the guidance from DPOs, the information in this guide and your agency's standards.

### 5. Communicate alternative formats are available

Ensure that the communications plan includes details of how the information will be promoted and distributed. Ask the DPOs for advice on alternate formats, if it needs to be distributed to NGOs, community organisations and external stakeholders.

### 6. Feedback

Encourage your audience to provide feedback and respond to feedback in a timely way.

Feedback is a useful way to review how accessible a product or service is, and to find out more about your audience and their needs.

### 7. Share experiences with colleagues and provide training where needed

Identify ways people can share their experiences with creating accessible information within their teams, their organisation and wider with other agencies.

A two-hour training session on accessible information and communications is provided free of charge for government agencies. To find out about the training, please email [accessibility@msd.govt.nz](mailto:accessibility@msd.govt.nz).

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<sup>16</sup> <https://marketplace.govt.nz/about-the-marketplace/whats-open-on-marketplace/approved-suppliers/>

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## Prioritising accessible communications, information, and tools

The list below identifies ways to prioritise which communications, information and tools should be made accessible. Each agency will have individual priorities, so the list is not exhaustive, nor is it in any order of priority.

Priority should be given to information that:

- is aimed specifically at disabled people or has a significant impact on disabled people and/or their families and/or whānau
- is needed to exercise the rights and responsibilities of citizenship (such as voting or paying tax)
- is needed to make an informed decision, receive payments or other services
- is of a personal or confidential nature (eg if it relates to medical or financial issues)
- could result in legal consequences or loss of rights if not acted upon (eg census or voting information)
- seeks a response from the public (eg consultation documents)
- is in response to correspondence from a disabled person who has expressed a preference for a particular format.

Where information is not considered a high priority, it will be necessary to address on a case-by-case basis.

For example, it might be appropriate to provide several lengthy documents in an alternate format to an individual who needs them to use in a court case.

All new documents should be made available in alternate formats, while recognising that some pre-existing documents, communications, and tools may also be important enough to justify transcribing into alternate formats.

Under certain circumstances, it might be decided to provide a summary version of a longer document as a minimum alternative to providing the complete document, eg documents longer than 10 pages.



**MINISTRY OF SOCIAL  
DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA



**Te Kāwanatanga o Aotearoa**  
New Zealand Government





## Information about the Auckland Council Annual Plan



**Published: February 2025**



## What you will find in here

Page number:



What this Easy Read is about .....2

What the annual plan says.....7



Bed night visitor levy .....19

How to have your say .....21

## What this ER is about



This Easy Read is from  
Auckland **Council**.



**Council** means the people who  
make choices about how to run a  
town / city.



When you see **we / us / our** in this  
Easy Read it means **Auckland  
Council**.

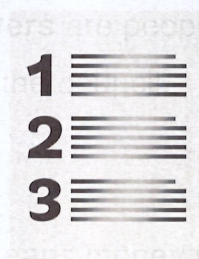


This Easy Read is a **summary** of our **annual plan** for:

- 2025

to

- 2026.



A **summary**:

- is shorter than the main document
- tells you the main points.



The **annual plan** says how we will spend our money in the coming year.

The annual plan is sometimes called the annual budget.





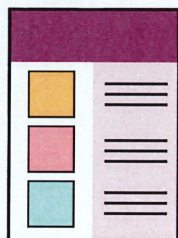
At the moment the annual plan is a **draft**.

**Draft** means it:

- is not the finished document
- might change.



We want to know what you think about the annual plan.



There is information about how to tell us what you think on **pages 21 to 22** of this Easy Read.



You can read the full annual plan draft on our **website** at:

**[akhaveyoursay.nz/ourplan](http://akhaveyoursay.nz/ourplan)**

This annual plan is for year 2 of our **long term plan**.



The **long term plan** says what we will do in the 10 years from:

- 2024
- to**
- 2034.





The annual plan needs to:

- make sure the things that are important for Tāmaki Makaurau Auckland can happen
- not cost **ratepayers** too much money.



**Ratepayers** are people who pay **rates** to the council.



**Rates** means money that people who own houses in Tāmaki Makaurau Auckland pay to the council.



The council uses rates for things like:

- libraries
- buses.





## What the annual plan says



We want to make Tāmaki Makaurau  
Auckland:

- beautiful
- safe
- **thriving.**



**Thriving** means something is:

- growing
- doing well.



We are going to **invest** in 7 important things:

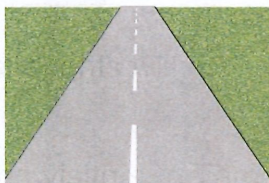
- transport
- water
- the natural environment
- our built environment
- the community
- cultural events
- making sure the council runs well.

We will say more about these 7 things in the following pages.



**Invest** means to spend:

- money
- time
- effort.



We will invest in transport like:

- roads
- public transport like:
  - buses
  - ferries.



We will invest in water so everyone in  
Tāmaki Makaurau Auckland:

- has clean water
- will be okay if there is a flood.







We will invest in taking care of our **natural environment**.



The **natural environment** is everything around us like:

- land
- air
- lakes / rivers / the sea
- plants
- animals.



We will also invest in taking care of our **built environment**.



**Built environment** means things like:

- houses
- shops
- ports.



We will invest in the community so people can take part in things like:

- art
- sports.







We will invest in cultural events like:

- concerts
- festivals
- exhibitions.



Cultural events will:

- bring visitors to Tāmaki Makaurau Auckland
- give people jobs
- make money for businesses.



We will invest in making sure  
Auckland Council:

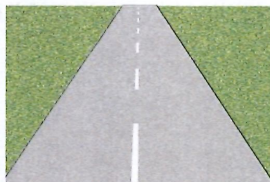
- runs smoothly
- manages its money well.







We plan to spend 4 billion dollars on building things like:



- roads
- pipes for things like:



- water
- **sewage.**



**Sewage** means things that get flushed down the toilet – like poo.

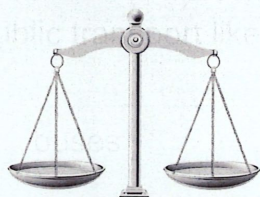
Auckland has 21 **local boards**.



**Local boards** make choices about how to run things in their part of a town / city.



Some of these local boards do not have enough money to do everything they need.



We will make changes so local boards can have a fair amount of money.



Each local board has its own plan.



There is information about local board plans in the **Annual Plan 2025 / 2026 consultation document** at:

**[akhaveyoursay.nz/ourplan](https://akhaveyoursay.nz/ourplan)**



We will put rates up by just under 6 percent.



**Percent** is a number out of every 1 hundred.

For example if your rates used to be 1 hundred dollars a week they would now be just under 1 hundred and 6 dollars.





For an **average** house in Tāmaki Makaurau Auckland rates will cost around 2 hundred dollars more a year.



Here **average** means in the middle between:

- the cheapest
- and
- the most expensive.



At the moment some parts of Tāmaki Makaurau Auckland have 3 bins for rubbish collection:

- 1 bin for rubbish
- 1 bin for recycling
- 1 bin for food scraps.



Rate payers in these parts of Tāmaki Makaurau Auckland pay a **fee** on their rates bill for rubbish collection.



Here **fee** means money people pay to the council for things that are not paid for by rates.

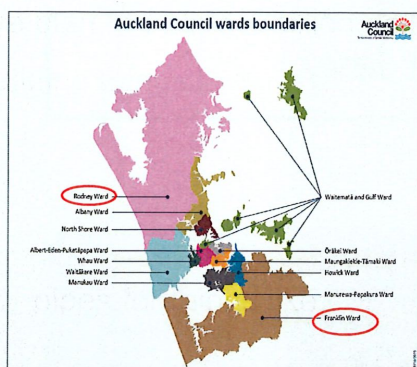


Other parts of Tāmaki Makaurau Auckland still use rubbish bags that you have to buy.



We are going to change rubbish collection so everyone in Tāmaki Makaurau has 3 bins.





The places where rubbish collection will change are:

- Franklin
- Rodney.



Ratepayers in these areas will now pay a fee on their rates bill.

## Bed night visitor levy



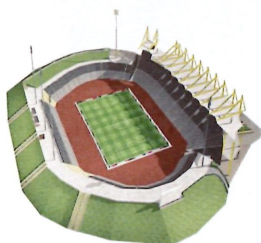
A **bed night visitor levy** is money that is paid to the council when someone stays somewhere like a:

- hotel
- motel.



It costs a lot of money to put on events like:

- festivals
- sports competitions.



We think a bed night visitor levy would be a good way to get money to pay for events.







We are working with the Government to find a way to charge a bed night visitor levy.



The Government has not told us if it will change the law so we can charge a bed night visitor levy.



We want to know what you think about a bed night visitor levy.

## How to have your say



You can tell us what you think by filling out the Easy Read form

**Auckland annual plan: Have your say at:**

**[akhaveyoursay.nz/ourplan](http://akhaveyoursay.nz/ourplan)**



You can tell also us what you think about our annual plan by filling out the form on our **website**:

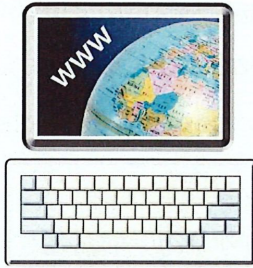
**[www.akhaveyoursay.nz/ourplan](http://www.akhaveyoursay.nz/ourplan)**

You can also tell us what you think by **visiting** us at a:



- service centre
- library.





There is a list of our service centres  
on our **website** at:

**<https://tinyurl.com/mr3my6s3>**



You can tell us what you think by  
**phone** on:

**09 301 0101**



It may cost money to phone this  
number.



You have until **Friday 28 March  
2025** to tell us what you think about  
the annual plan.

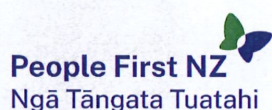




This information has been written by Auckland Council Te Kaunihera o Tāmaki Makarau.



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



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



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- Inga Kramer.



## MEMORANDUM

**TO:** Community Committee

**MEETING DATE:** 21 May 2025

**TITLE:** Update on The Ada Street Project

**PRESENTED BY:** Danu Sefton, Community Development Advisor and Stephanie Velvin, Manager Community Development

**APPROVED BY:** Danelle Whakatihi, General Manager Customer & Community

### RECOMMENDATION TO COMMUNITY COMMITTEE

1. That the Committee receive the memorandum titled 'Update on The Ada Street Project' presented to the Community Committee on 21 May 2025.

#### 1. ISSUE

- 1.1 This is an update on the progress of The Ada Street Project.

#### 2. BACKGROUND

- 2.1 For many years, Ada Street in Palmerston North has been notorious for its high levels of deliberately lit fires, crime, and police callouts. In 2023 alone, Fire and Emergency New Zealand responded to 42 fires, 95% of which were deliberate, making it the most fire-prone street in New Zealand. In recent years, the situation escalated with the introduction of highly dangerous accelerants such as lithium batteries and car tyres, putting first responders at extreme risk. Police callouts exceeded the city average by 50%.
- 2.2 To address this, in early 2024 the Ada Street Project was launched, a collaborative effort between Council, the Safety Advisory Board members including Fire and Emergency New Zealand, New Zealand Police, Corrections New Zealand and Horizons Regional Council.
- 2.3 The initiative adopted an action-based, community-led development approach, starting with a community engagement event - a street BBQ held in April 2024 - where residents voiced their concerns. Alongside this, a community survey, door-to-door outreach and resident and landlord meetings helped shape an action plan.
- 2.4 The community identified their priorities, which informed the aims of the project:
  - Dramatically reduce fire incidents and associated dangers

- Cut down police callouts and protect first responders from violence
- Foster community safety and unity through engagement and trust-building
- Build lasting partnerships between government agencies and the community

2.5 Key interventions within the project so far have included tree trimming, installing traffic management cameras, enhanced police patrols, and targeted community engagement.

2.6 In the first ten months, with no more than \$1000 of direct investment, deliberately lit fires decreased by 90%, police callouts reduced by 63%, and there has been an estimated reduction of cost to front line services of over \$60,000.

2.7 Thanks to strong cross-agency coordination and clearly defined roles, the initiative has progressed smoothly. The collaborative model has proven effective in addressing immediate safety concerns and building a foundation for lasting community resilience. Residents report feeling safer, landlords are pleased with the safety improvements, and there is emerging interest in forming a community support group to sustain progress.

2.8 With many of the immediate safety risks addressed, Phase two of the Ada Street Project has now commenced, with a second community engagement BBQ held in mid-April 2025, including social service groups alongside the existing partner agencies. This phase will focus on strengthening neighbourhood relationships and maintaining the improvements in safety to date.

### 3. NEXT STEPS

3.1 Officers will continue to progress The Ada Street Project towards further community safety and wellbeing outcomes.

### 4. COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these objectives?	Yes
Are the recommendations inconsistent with any of Council's policies or plans?	No
The recommendations contribute to: Whāinga 1: He tāone auaha, he tāone tiputipu	

<p>Goal 1: An innovative and growing city</p> <p>Whāinga 2: He tāone whakaihiihi, tapatapahi ana  Goal 2: A creative and exciting city</p> <p>Whāinga 3: He hapori tūhonohono, he hapori haumarū  Goal 3: A connected and safe community</p> <p>Whāinga 4: He tāone toitū, he tāone manawaroa  Goal 4: A sustainable and resilient city</p>	
<p>The recommendations contribute to this plan:</p> <p>9. Mahere haumarū hapori, hauora hapori</p> <p>9. Community Safety and Health Plan</p> <p>The objective is: Coordinate and support community safety and harm reduction initiatives</p>	
<p>Contribution to strategic direction and to social, economic, environmental and cultural well-being</p>	<p>The Ada Street Project promotes community safety, which is central to the achievement of social, economic, environmental and cultural wellbeing outcomes.</p>

## ATTACHMENTS

Nil





## COMMITTEE WORK SCHEDULE

**TO:** Community Committee

**MEETING DATE:** 21 May 2025

**TITLE:** Committee Work Schedule - May 2025

### RECOMMENDATION TO COMMUNITY COMMITTEE

1. That the Community Committee receive its Work Schedule dated May 2025.

### COMMITTEE WORK SCHEDULE – MAY 2025

	Estimate d Report Date	Subject	General Manager Responsible	Current Position	Date of Instruction & Clause number
1	21 May 2025	Youth Development initiatives Budget	Customer & Community	To be included in the Youth Wellbeing and Youth Development Annual Progress Report	<u>Council 29 May 2024 Clause 95.8-24</u>
2	21 May 2025	Annual Youth Development Forum	Customer & Community	To be included in the Youth Wellbeing and Youth Development Annual Progress Report	<u>Council 29 May 2024 Clause 95.8-24</u>
3	21 May 2025	Annual update on the Implementation of the accessibility programme	Infrastructure		<u>20-Mar-2024 Clause 11.2-24</u>
4	21 May 2025	Youth Wellbeing and Youth Development Annual Progress Report	Customer & Community		<u>Council 29-May-2024 Clause 95.2F(1)-24</u>

5	<del>21 May 2025</del>	<del>Youth Champions Reference Group</del>	<del>Customer &amp; Community</del>	<del>To be included in the Youth Wellbeing and Youth Development Annual Progress Report</del>	<del>Council 29 May 2024</del> <del>Clause 95.8-24</del>
6	<del>21 May 2025</del>	<del>Review of the Community Centres Model options</del>	<del>Customer &amp; Community</del>		
7	<del>21 May 2025</del>	<del>Actions and resources required to sign up to the Accessibility Charter</del>	<del>Customer &amp; Community</del>		<del>22 Nov 2023</del> <del>Clause 38-23</del>
8	<del>21 May 2025</del>	<del>New Public Toilet End of Albert Street Alternative Locations</del>	<del>Infrastructure</del>		<del>28 August 2024</del> <del>Clause 15-24</del>
9	13 Aug 2025	Disability Reference Group – Annual Presentation	Customer & Community		Invitation to present 4 Nov 2020 Clause 41-20
10	13 Aug 2025	Pasifika Reference Group – Annual Presentation	Customer & Community		Terms of Reference
11	13 Aug 2025	Seniors Reference Group – Annual Presentation	Customer & Community		Terms of Reference
12	13 Aug 2025	Work Programme 1: Delivery Model for Property – CC) Trust, to include Summerhays Street.	General Manager Corporate Services	Move to Community Committee Work Schedule	1 May 2024 Clause 66-24
13	13 Aug 2025	Annual report on Library Services	Customer & Community		24 May 2023 Clause 22-23
14	13 Aug 2025	Annual Report Community Funding Allocation 2024/2025	Customer & Community		Rec 1c of the Community Grants & Events Funding Review - May

					<a href="#">2021</a>
15	13 Aug 2025	Roslyn Community Hub Feasibility progress	Customer & Community / Infrastructure		
16	18 March 2026	Progress report on social housing development at Summerhays St	Strategic Planning / Infrastructure	Social Housing and property review agreed in December 2024	<a href="#">Council</a> 1 May 2024 <a href="#">Clause 66-24</a>
17	18 March 2026	Options to deliver social housing within the current Revenue and Finance Policy limit	Strategic Planning / Infrastructure	Property revenue generation review agreed in December 2024	<a href="#">20 March 2024</a> <a href="#">Clause 10-24</a>
18	18 March 2026	Welcoming Communities – Annual Report	General Manager Customer & Community		<a href="#">4 November 2020</a> <a href="#">Clause 43-20</a>
19	18 March 2026	Annual Sector Lead Report: Housing Advice Centre	General Manager Customer & Community		Terms of Reference
20	18 March 2026	Annual Sector Lead Report: Manawatū Multicultural Centre	General Manager Customer & Community		Terms of Reference
21	18 March 2026	Annual Sector Lead Report: Te Pū Harakeke – Community Collective Manawatū	General Manager Customer & Community		Terms of Reference
22	18 March 2026	Annual Sector Lead Report: Te Tihī o Ruahine Whānau Ora Alliance	General Manager Customer & Community		Terms of Reference

## Proactive Release of Confidential Decisions

Date of meeting	Report Title	Released	Withheld
23 October 2024	Provisional Local Alcohol Policy - progress update*	Report (redacted), Attachments 1 and 3 (in full), 2 (redacted)	N/A

\* Decision and Division (released in November 2024)