



Access and Mobility Committee Room, Marlborough District Council 19 March 2025, 2.00pm

Attendees: Cllr Matt Flight, Co-Chair
David Clode, CCS Disability Action
Elizabeth Perrone, CCS Disability Action
Robyn Blackburn, Greypower
Carla Taylor
Jude Streeter, ELP
Lisa Wheeler, Scope Hypnosis
Kenneith Gordon, Marlborough Roads
Camilla Nilsson, Idea Services
Francie Ryder, Support Works Disability
Jack Foley, Stadium 2000
Taylah Rasmussen
Michele Campbell, Marina Cove Retirement Village
Evan Teale, Stroke Club

MDC: Linda Craighead, Parks and Open Spaces Planner
Brendon Robertson, Building Control Officer
Jodie Griffiths, Community Partnerships Advisor
Gillian Dixon, Secretary

- 1) Cllr Flight welcomed everyone to the meeting
- 2) **Apologies:** Jane Tito, MDC
Cllr Daliessi, Co-chair
Dianne Gibb
Claire Briggs, Te Whatu Ora
Hularii McKenzie
- 3) The minutes of the previous meeting – 10 December 2024 – were approved by Cllr Flight/seconded **Brendon Robertson**
- 4) Matters arising from the last meeting:

1	Letter of support from MS & Parkinsons for 2 nd hoist at the pool Dianne was an apology for the meeting so no update available	Dianne
2	Letter of support from Public Health for 2 nd hoist at the pool Dianne was an apology for the meeting so no update available	Rebekha and Dianne
3	Linda to speak to Sam Young regarding accessible parking at future events	Linda
4	Charlotte to speak to KiwiRail about emergency processes	Charlotte
5	Plans for the future of the Access and Mobility Forum	Linda and Gillian
6	Hoist at Liz Davidson Place toilet	Linda

4.3 Accessible parking at local events

- Sam will speak to organisers regarding accessible parking when plans are in progress for events.
- If attending an event, please contact the organisers to enquire about accessible parking and to let them know it will be required.
- Brendon commented that although it was good to see that accessible parking was available at the recent Rai Valley A&P show, it would have been better to be signed as “accessible parking” rather than “disabled parking”.
- Clr Flight will check on what accessible parking will be available at the up-coming Classic Fighters show at Easter.

Action

Up-date to action: Clr Flight contacted the Omaka Aviation Heritage Centre who advised that “accessible parking will be at the front of the car club grounds off Aerodrome Road. The ground should be manageable for wheelchairs and there will be gators available to transport people if they are having general mobility problems.

Most of the car parks are quite some distance, as we have lost our big car park to the north. Several vehicles will be operating to transfer people.

The challenge is to ensure that accessible access to the show is via Aerodrome Rd. We don't have much control over that, but the traffic people will know that anyone showing a disability sticker should be waved through and not diverted to the Ford or Richardson Ave.”

4.4 Kiwirail regarding emergency procedures

Charlotte provided an email update that confirmed she had been in touch with KiwiRail who have advised that there are telephone numbers to call in an emergency. Charlotte is not satisfied with this and is working through a process with her contacts.

4.5 Plans for the future of the Accessible and Mobility meeting

Good to see that numbers have increased at this meeting. Thanks to Jodie for her input into the planning of meetings going forward. Discussions have resulted in more participants being invited and ideas for guest speakers at future meetings.

4.6 Hoist at Liz Davidson Place toilets

This was checked and is now fully operational

5) General Business

Marlborough Roads – Ken Gordon, Network Manager (Roading Engineering)

Kenneth introduced himself to the group and advised that he is working with Charlotte.

Prior to the meeting, Charlotte provided an email update on her current projects:-

- Working with Enliven and their mobility scooter users as well as having carried out consultation with some individuals.
- Working with her team about better collaboration during construction periods on footpath upgrades
- Gathering a schedule of all out of grade crossing and working through a programme of priorities.
- Ken informed the meeting of his current projects included footpath renewals. If anyone is aware of any badly damaged footpaths please let Marlborough Roads know and Ken will try to prioritise.
- Robyn asked about pedestrian crossings close to roundabouts. Ken advised that they are working with Andy Hyde at NZTA on a safety aspect rather than a capacity aspect but all work dependent on budget restrictions.
- Lots of crossings do not have tactile paving near then so Ken is working with a specialist to rectify where possible. Other work included re-surfacing on Queen Street, bridge inspections, grading on un-sealed roads, pothole and general repairs and road markings on Weld Pass recification.
- Lisa asked about the road access from the Taylor River to the Hospital which Ken will check with Charlotte regarding a possible pedestrian refuge.
- David Clode enquired about the work on the footpaths outside and close to his property on Battys Road. Ken to look into the work being carried out.
- Robyn enquired about roads with 50kms speed limits requiring footpaths including new subdivisions – Linda has now checked and the Code of Practice requires footpaths to service all urban developments.

Action

Action

Building Control – Brendon Robertson

No up-dates to report.

For any queries regarding building issues please contact the building control team at Council.

Parks and Open Spaces – Linda Craighead

- Funding is now available to build new accessible toilets at Horton Park and Oliver Park.
- Fully accessible toilets to be built at the Westwood Retail Park, close to Bunnings.
- A new accessible unit to be built at Uxbridge Street toilets in Renwick.
- New contractor working on reporting any overhanging vegetation in the region. **REMINDER** to report any overhanging vegetation please do so on the email address trees@marlborough.govt.nz

Grey Power – Robyn Blackburn

The team are currently working through the outcomes of the recent AGM

If Charlotte is still keen to speak to Grey Power about mobility scooter use it would be good to get this arranged.

Community Partnerships – Jodie Griffiths

- The Seniors Expo on 11 March was a huge success with a fantastic turnout and positive and engaging stall holders.
- A new Disability Etiquette reference guide has been produced by the Ministry of Social Development, see Attachment 1.
- Council is working with the Office for Seniors on accreditation for the Age Friendly Business programme for the whole of Marlborough.

6) Any Other Business

- **A report from Elizabeth Perrone – Enhancing Accessibility at Pollard Park Play Area – was submitted to the Chair.**

Elizabeth acknowledged the work that has already been carried out at Pollard Park, including the accessible toilets and would like to show this to other Councils. Cllr Flight agreed to that and thanked Elizabeth for her report which he will read and will discuss with the Parks and Open Spaces team. See the report at Attachment 2.

- Cllr Flight advised that he had been contacted by a resident in Havelock about the lack of lighting on her street. Unfortunately, there were no plans for that at the moment and the resident had been advised of this. If anyone has any other queries that Cllr Flight could look into please contact him.
- Michelle acknowledged the work that Charlotte has done for the residents at Marina Bay Cove Retirement Village.
- Jack from Stadium 2000 introduced himself and advised that he would like to be involved in the process for the possibility of obtaining another hoist at the pool and is happy to help in any way he can. He is fully supportive of any fund raising, obtaining quotes and continuing with maintenance costs. Carla asked about the work to be carried out on the disabled change area and Jack confirmed that the whole project will be staggered over a planned 12-month period.
- Ken advised the group that the Marlborough Roads are currently in the process over moving to their new premises on Alfred Street. (This was planned to be 7 April but has now been put back to 5 May)



The meeting closed at 3.00pm

Date of Next Meeting – Tuesday 27 May 2025

Action Points from the Meeting

1	Clr Flight will check on what accessible parking will be available at the up-coming Classic Fighters show at Easter. See update in minutes at 4.3	Clr Flight
2	Lisa asked about the road access from the Taylor River to the Hospital which Ken will check with Charlotte regarding a possible pedestrian refuge.	Ken Gordon
3	David Clode enquired about the work on the footpaths outside and close to his property on Battys Road. Ken to look into the work being carried out.	Ken Gordon

Leading the way in accessible information

Quick reference guide

Disability etiquette

Disability etiquette involves treating disabled people with respect. It is a set of guidelines dealing specifically with how to interact with disabled people. The rules of etiquette and good manners for interacting with disabled people are generally the same as the rules for good etiquette in society.

The following rules focus on specific issues which frequently arise for disabled people with different kinds of impairments. Practical tips are provided to assist you in your relationship with a disabled person.

The basics

The basic principle is to always put the person before the impairment.

Ask before you help

Just because someone has an impairment, don't assume they need help. Disabled adults want to be treated as independent people. Help only if the person appears to need it. And if they do want help, just ask how, before you act.

Be sensitive about physical contact

Think before you speak

Always speak directly to the disabled person, not to their companion, aide or sign language interpreter. Respect their privacy. If you ask about their disability, they may feel like you are treating them as a disability and not as a person.

Don't make assumptions

Disabled people are the best judge of what they can or cannot do. Don't make presumptions about people's perceived limitations.

Never ask "What happened to you?"

Respond graciously to requests

People with a mobility impairment

People who are mobility impaired include people with varying types of physical impairments. People with mobility impairments often use assistive devices or mobility aids such as wheelchairs, walkers, crutches, canes and artificial limbs to aid in mobility.

- Wheelchair users are people, not equipment.
- Never patronise wheelchair users by patting them on the head or shoulder.
- When speaking to a person using a wheelchair or a person who uses crutches, place yourself at eye level in front of the person to facilitate the conversation.
- Don't push or touch a person's wheelchair; it's part of their personal space. If you help someone down a curb without waiting for instructions, you may dump them out of their chair. You may detach the chair's parts if you lift it by the handles or the footrest.
- Keep the ramps and wheelchair-accessible doors to your building unlocked and unblocked. Displays should not be in front of entrances, rubbish bins should not be in the middle of aisles and boxes should not be stored on ramps.
- Be aware of wheelchair users' reach limits. Place as many items as possible within their grasp. And make sure there is a clear path of travel to shelves and display racks. When talking to a wheelchair user, grab your own chair and sit at their level. If that's not possible, stand at a slight distance, so they aren't straining their neck to make eye contact with you.
- If the service counter at your place of business is too high for a wheelchair user to see over, step around it to provide service. Have a clipboard handy if filling in forms or providing signatures is expected.
- If your building has different routes through it, be sure your signs direct wheelchair users to the most accessible ways around the facility. People who walk with a cane or crutches also need to know the easiest way to get around a place, but stairs may be easier for them than a ramp. Ensure security guards and receptionists can answer questions about the most accessible way around the building and grounds.
- If the nearest public toilet is not accessible or is located on an inaccessible floor, allow the person in a wheelchair to use a private or employees' accessible toilet.



- People who use canes or crutches need their arms to balance themselves, so never grab them. People who are mobility-impaired may lean on a door for support as they open it. Pushing the door open from behind or unexpectedly opening the door may cause them to fall. Even pulling out or pushing in a chair may present a problem. Always ask before offering help.
- If you offer a seat to a person who is mobility-impaired, keep in mind that chairs with arms or with higher seats are easier for some people to use.
- Falls may be a problem for people with mobility impairments. Be sure to set out adequate warning signs if the floor is wet. Also, put out mats on rainy or snowy days to keep the floors as dry as possible.
- People who are not visibly mobility-impaired may have needs related to their mobility. For example, a person with a respiratory or heart condition may have trouble walking long distances or walking quickly. Be sure work areas and workstations have ample seating for people to sit and rest.
- Some people have limited use of their hands, wrists or arms. Be prepared to offer assistance with reaching for, grasping or lifting objects, opening doors etc.

People with a visual impairment or blind

People who are blind know how to orient themselves and get around on the street. They are competent to travel unassisted, though they may use a cane or a guide dog. A person may have a visual impairment that is not obvious. Be prepared to offer assistance – for example in reading – when asked.

- Identify yourself before you make physical contact with a person who is blind. Tell them your name - and your role if it's appropriate, such as security guard, case manager, receptionist, employment coordinator, work broker. And be sure to introduce them to others who are in the group, so they are not excluded.
- It is helpful to call them by name or touch them gently on the arm, when addressing a person who is blind.
- If a new employee is blind or visually impaired, offer them a tour of your workplace.
- People who are blind need their arms for balance, so offer your arm - don't take theirs - if they need to be guided. However, it is appropriate to guide a blind person's hand to a banister or the back of a chair to help direct him to a stairway or a seat.



- If the person has a guide dog, walk on the side opposite the dog. As you are walking, describe the setting, noting any obstacles, such as stairs ("up" or "down") or a big crack in the footpath. Other hazards include: half-opened doors, desks or plants. If you are going to give a warning, be specific, "Look out!" does not tell the person if they should stop, run, duck or jump.
- If you are giving directions, give specific, non-visual information. Rather than say, "Go to your right when you reach the office supplies," which assumes the person knows where the office supplies are, say, "Walk forward to the end of this aisle and make a full right."
- If you need to leave a person who is blind, inform them first and let them know where the exit is, then leave them near a wall, table, or some other landmark. The middle of a room will seem like the middle of nowhere to them.
- Don't touch the person's cane or guide dog. The dog is working and needs to concentrate. The cane is part of the individual's personal space. If the person puts the cane down, don't move it. Let them know if it's in the way.
- Offer to read written information - such as the forms to customers who are blind.
- A person who is visually impaired may need written material in large print. A clear font with appropriate spacing is just as important as type size. Labels and signs should be lettered in contrasting colours. It is easiest for people with vision impairments to read bold white letters on a black background.
- Good lighting is important, but it shouldn't be too bright. In fact, very shiny paper or walls can produce a glare that disturbs people's eyes.
- Keep walkways clear of obstructions. If people who are blind or visually impaired are regular clients, inform them about any physical changes, such as rearranged furniture, equipment or other items that have been moved.
- Don't worry about using words such as "see" or "look" in a conversation. These words are a part of everyday conversation and are not considered offensive.



People who are hard of hearing or Deaf

The term, "hearing impaired", is often used to describe people with any degree of hearing loss, from mild to profound, including those who are deaf and those who are hard of hearing.

As already stated, Deaf people who identify as part of the Deaf community understand themselves as having their own unique language and culture, and do not always identify as disabled. All people who use New Zealand Sign Language (NZSL) identify themselves as being Deaf.

NZSL is an entirely different language from English, with its own syntax. Speech reading (lip reading) is difficult for people who are deaf if their first language is sign language, because the majority of sounds in English are formed inside the mouth, and it's hard to speech read a second language.

People who are hard of hearing, however, communicate in English. They use some hearing but may rely on amplification and/or seeing the speaker's lips to communicate effectively.

- To facilitate lip reading, face into the light and keep your hands and other objects away from your mouth. Don't turn your back or walk about while talking. If you look or move away, the person might assume that the conversation is over.
- There is a range of communication preferences and styles among people with hearing loss that cannot be explained in this brief space. It is helpful to note that the majority of late deafened adults do not communicate with sign language and use English. They may be candidates for writing and assistive listening devices to help improve communication.
- People with cochlear implants, like other people with hearing impairments, will usually inform you what works best for them.
- When the exchange of information is complex, the most effective way to communicate with a native signer is through a qualified sign language interpreter. For a simple interaction writing back and forth is usually okay.
- Follow the person's cues to find out if they prefer sign language, gesturing, writing or speaking. If you have trouble understanding the speech of a person who is deaf or hard of hearing, let them know.
- When using a sign language interpreter, look directly at the person who is deaf, and maintain eye contact to be polite. Talk directly to the person ("What would you like?"), rather than to the interpreter ("Ask them what they'd like.").
- People who are deaf need to be included in the decision-making process on issues that affect them; don't decide for them.



- Before speaking to a person who is deaf or hard of hearing, make sure you get their attention. Depending on the situation, you can extend your arm and wave your hand, tap their shoulder.
- Rephrase, rather than repeat, sentences the person doesn't understand.
- Speak clearly. Most people who are hard of hearing count on watching people's lips as they speak to help them understand. Avoid obscuring your mouth with your hand while speaking.
- There is no need to shout at a person who is deaf or hard of hearing. If the person uses a hearing aid, it will be calibrated to normal voice levels; your shout will just sound distorted.
- People who are deaf (and some who are hard of hearing or have speech impairments) make and receive telephone calls with the assistance of a device called a relay service.

People with speech impairments

A person, who has had a stroke, is severely hard of hearing, uses voice prosthesis or has a stammer or other type of speech impairment may be difficult to understand.

- Give the person your full, unhurried attention and speak in your regular tone of voice. Don't interrupt or finish the person's sentences. If you have trouble understanding, don't nod. Just ask them to repeat. In most cases the person won't mind and will appreciate your effort to hear what they have to say.
- If you are not sure whether you have understood, you can repeat for verification.
- If, after trying, you still cannot understand the person, ask them to write it down or to suggest another way of facilitating communication.
- Keep your manner encouraging rather than correcting.
- A quiet environment makes communication easier.

People with learning disability

People with cognitive impairments have difficulty remembering, learning new things, concentrating or making decisions that affect their everyday life. Cognitive impairments range from mild to severe.

- Use language that is concrete rather than abstract. Be specific, without being simplistic.
- Repeat information, using different wording. Allow time for the information to be fully understood.



- People may respond slowly in conversation. Be patient, flexible and supportive.
- Some people with cognitive impairments may be easily distracted. Try to redirect politely.
- People with brain injuries may have short-term memory difficulties and may repeat themselves or require information to be repeated.
- People with auditory perceptual difficulties may need to have directions repeated and may take notes to help them remember directions or the sequence of a task.
- People who experience “sensory overload” may become disorientated or confused if there is too much to absorb at once. Provide information gradually and clearly. Reduce background noise, if possible.

People with autism

Autism or autism spectrum disorder (ASD) refers to a range of conditions characterised by challenges with social skills, behaviour, verbal and nonverbal communication. The word, “spectrum”, refers to a wide range of differences people with ASD can have. Signs and symptoms vary with age and can also vary over time. ASD can be mild, moderate or severe.

- Given that most people with autism experience difficulty processing everyday sensory information, it is helpful to minimise non-essential sensory input to create a safer sensory environment and facilitate communication:
 - loud noises should be avoided.
 - fluorescent and flashing lighting can cause severe sensory overload, so natural light or soft incandescent lighting is better.
- Large groups can be over-stimulating or overwhelming; it can be challenging to understand the social nuances of such groups. Small groups in quiet rooms are the better option for meaningful communication.
- People with ASD communicate in different ways, from spoken words to writing to gestures and sounds. It is important to respect these diverse forms of communication.
- Do not insist on eye contact which can be distracting or even uncomfortable and threatening.
- Bear in mind that the tone of voice, body language or facial expressions of a person with ASD may not match what is intended to be communicated. Do not expect a person with ASD to read nonverbal communication. When necessary, be clear and direct.



- Make sure to allow for sufficient processing time when asking questions or engaging in a conversation.
- People with ASD often like routine and predictability. Let them know how long the current activity is expected to take and what will happen next.

Resources

Stella Young (2014). TEDxSydney, 9 mins 13 secs:

https://www.ted.com/talks/stella_young_i_m_not_your_inspiration_thank_you_very_much

Butterfly Circus (2009). Film. 23 mins:

<https://www.youtube.com/watch?v=nFGTxzYfyC0>

Lead Toolkit:

<https://www.msd.govt.nz/lead>



Attachment 2
REPORT FROM ELIZABETH PERRONE, Chair, CCS Disability Action Nelson, Tasman and Marlborough

Report to Blenheim Town Council: Enhancing Accessibility at Pollard Park Play Area

To: Blenheim Town Council

From: Elizabeth Perrone, Chair, CCS Disability Action Nelson, Tasman, and Marlborough

Date: Wednesday 19 March 2025

Subject: Further Enhancements for Accessibility at Pollard Park Play Area

Dear Council Members,

I would like to extend my sincere appreciation for the improvements made at Pollard Park, particularly the repairs to the accessible toilets. Your commitment to ensuring this space is welcoming for all members of the community is truly valued.

After a recent visit to the play area, we have noted several areas where further enhancements could make a significant difference for people with disabilities, their families, and caregivers. I offer these observations in the spirit of collaboration and with the goal of continuing to improve access and inclusion at this well-loved space.

1. Mobility Parking and Pathway Access

Currently, only one designated mobility parking space could be identified. To improve access, we encourage a review of whether additional spaces could be provided in close proximity to the play area.

Additionally, the existing access from the mobility parking to the play area presents challenges due to drainage features and other barriers. Ensuring a smooth, accessible pathway from the parking area would greatly benefit wheelchair users and others with mobility impairments.

2. Seating and Picnic Areas

At present, there is no accessible access to the picnic tables for people using mobility devices, nor is there any seating with armrests to assist those who require additional support when sitting and standing. Including seating with armrests and ensuring picnic tables are accessible would create a more inclusive and comfortable environment for all visitors.

3. Shade Provision

A lack of shade over seating areas and play equipment poses challenges for many park users. Adequate shade is particularly important for:

- Children and adults with heat sensitivity, including those with disabilities or medical conditions that make sun exposure difficult.

- Families and caregivers who need shaded seating while supervising children.
- Enhancing the overall comfort and usability of the space, especially during the warmer months.

Providing shaded areas—whether through natural tree cover, shade sails, or other structures—would greatly improve the experience for all visitors and ensure the space remains usable throughout the day.

4. Drainage Dip in the Play Area

We have observed a significant dip in the play area, which we assume is part of the drainage system. While drainage is important, this dip may pose a hazard for individuals with low vision, balance difficulties, or mobility impairments. Exploring ways to mitigate this risk—perhaps through surface modifications or clear visual markers—would help prevent accidental trips and falls.

5. Inclusive Play Elements: A Model for Other Councils

We want to commend the inclusion of musical play equipment and the well-considered spacing within the play area. The way the equipment is arranged allows for participation without overwhelming children who may need more space to engage comfortably. This thoughtful approach supports a diverse range of users, including those with sensory sensitivities, and serves as an excellent example of how playgrounds can be designed to meet the needs of a wide population. I plan to highlight this as a positive example when discussing inclusive playgrounds with other councils.

6. Expert Consultation: BarrierFree

To support the council in making these additional improvements, I encourage engagement with BarrierFree, an organisation that specialises in creating accessible public spaces. Their team can provide expert guidance to ensure best practices are followed. BarrierFree can be contacted at:

BarrierFree NZ Trust

Email: info@barrierfree.org.nz

Website: www.barrierfree.org.nz

Our Commitment

CCS Disability Action Nelson, Tasman, and Marlborough remains committed to working alongside the council to ensure Pollard Park continues to develop as an inclusive space for all. I welcome the opportunity for further discussion and can be contacted at:

Elizabeth Perrone

Chair, CCS Disability Action Nelson, Tasman, and Marlborough

Email: elizabethperrone1962@gmail.com

Phone: 027-56-6469

Thank you again for your dedication to making Pollard Park a place where all children and families can enjoy time together. We appreciate your efforts and look forward to seeing how accessibility can continue to be enhanced in the future.

Kind regards,

Elizabeth Perrone

Chair, CCS Disability Action Nelson, Tasman, and Marlborough