



Abuse in Care
Royal Commission of Inquiry

Accessibility Action Plan

2021-2022

CONTENTS

| | |
|------------------------|----------|
| OUR ACTION PLAN | 3 |
| OUR SURVIVORS | 5 |
| OUR PEOPLE | 7 |
| FEEDBACK | 8 |

Our Action Plan

A note from our Executive Director

Here at the Commission, we believe that a diverse and inclusive workplace brings out the best in our people and it is a key factor in our mahi. With approximately one in four New Zealanders affected by a physical, sensory, learning, mental health or other impairment, we understand disability touches all aspects of our organisation – our people, survivors and the community in which we operate.

We know many people find it harder to participate productively in workplaces because they are not accessible. Making our workplace and our technologies accessible will be to the benefit of everyone. Adopting accessible strategies and technologies allows the flexibility to boost employee retention, meet regulatory needs, drive higher levels of productivity and ensure that communications content can be used by all.

This means as an organisation we need to continually adapt and evolve to provide secure, accessible products and services that are relevant to how people live and work in both the physical and digital worlds.

I am delighted to announce the Commission is working to improve our own accessibility and inclusion for everyone. We are committed to ensuring all of the Commission's mahi has a accessibility lens applied.

We are members in The Accessibility Tick Programme which has been designed to help organisations progress along their journeys to becoming more accessible and disability inclusive. The Commission is committed to complying with relevant accessibility and disability legislation and to continuous improvement regarding accessibility and inclusion of disabled people. We are committed to consulting employees on matters that may impact their accessibility needs before decisions are made on these matters.

I am proud to say that the Commission is on target to joining other organisations in Aotearoa by receiving the Accessibility Tick.

Helen Potiki, Executive Director of the Royal Commission of Inquiry

A note from our Commissioners

The Commissioners of the Royal Commission are passionate around ensuring accessibility for our survivors to engage with us and endorse this important kaupapa. This will be an ongoing journey for the Commission and will help us not only better serve our communities, but leave a lasting legacy also.

Commissioner Coral Shaw (Chair), Commissioner Andrew Erueti, Commissioner Julia Steenson, Commissioner Paul Gibson and Commissioner Sandra Alofivae

Actions underway

The Royal Commission of Inquiry is working to ensure that meeting accessibility needs of our survivors and employees is how we do business. When we design, build and deliver our services, we are ensuring that accessibility is considered.

In doing this, our survivors are critical in testing our solutions and providing feedback. We're working to better support our employees, so they are able to better support and service our survivors, and the communities in which they live.

More to come

Our Accessibility Action Plan is a big part of our inclusive culture and our vision to continually improve accessibility for our people and survivors. We want to make it easy for survivors with accessibility needs to interact with the Commission. To do this we are focusing on:

- Leading in digital accessibility as more survivors use technology to interact with us
- Creating a more diverse workforce through recruitment of people with a disability
- Further driving inclusion by educating our people about accessibility

Governance

Actions within this Action Plan are reported to the Senior Leadership Team.

Our Survivors

“Sometimes, remediating human rights violations can depend upon the accumulated weight of a community of stories that together make injustice visible and ordinary rights plausible and possible.”
 (Plummer, K. (1995))

We strive to make it easy for our survivors to engage with us, no matter how they choose to interact. To do this we want to lead the way with digital accessibility and ensure our services, facilities and buildings are inclusive of people with a disability.

Our Year Objective

Our products, services and buildings will be accessible for all.

| Actions 2021-2022 | When | Who | Status |
|--|-----------------------------------|------------------------------------|---------------|
| Complete an assessment of the Hearing Space and level 2 of Khyber Pass | 01/04/2022 | Disability Investigation Team | Completed |
| Communicate Executive Directors commitment to accessibility on the website | April 2022 | H&S, Comms | In progress |
| Making the complaints process on the website more accessible, as a priority. Ensuring it is easier to find and in an easy read format. | June 2022 | Comms/Governance | In progress |
| Establishing a verbal complaints process | June 2022 | Comms/Survivor Accounts/Governance | To be started |
| Create a sign language version of the private sessions video | June 2022 | Comms/Survivor Accounts/Governance | To be started |
| Ensuring that the Accessibility hearing is as accessible as possible for our survivors, staff, community and Commissioners. | By the time of hearing, July 2022 | Disability Investigation Team | In progress |
| Update the hearing space and office as much as possible from the report. | July 2022 | Property | In progress |
| Ensuring the information that we produce and provide is | Continuous | Comms/Commission wide | Continuous |

| Actions 2021-2022 | When | Who | Status |
|--|------------|-----------------|------------|
| accessible and in multiple formats | | | |
| Ensuring our events and community engagement venues are accessible through venue assessment and consultation | Continuous | Commission Wide | Continuous |

Who will help implement these actions:

Communications

Human Resources and Property

Office of the Executive Director

Operations – Legal and Investigations

Operations

Our People

“Diversity and inclusion is important for us here at the Commission, we need to ensure our workforce brings as many perspectives to our mahi as we can. Accessibility for all our kaimahi is a key element of that and we are committed to making our workplace inclusive to reflect that”

Karl McDiarmid, Associate Executive Director, Business Support

At the Commission, we're always working towards an inclusive culture, so that our people can thrive, and differences are celebrated. We are committed to the wellbeing of our people and educating them about the importance of considering people's accessibility needs in everything we do.

Our Year Objective

We will have an inclusive culture through the appreciation of difference.

| Actions 2021-2022 | When | Who | Status |
|---|---------------------------|---------------------------------|-------------------------|
| Appointment of Chief Advisor – Disability for the duration of the Inquiry | December 2021 | HR | Complete |
| Executive Director statement of intent for staff | December 2021 | H&S, ED | Complete |
| Amendment of Health, Safety and Wellbeing policy to include detail for requesting reasonable accommodations and/or amendments to work | April 2022 | H&S | Complete |
| Recruitment – amending policies at the Inquiry to make sure we recruit a diverse range of kaimahi, including tāngata whaikaha, to better serve and represent our communities. | April 2022 | HR, recruitment | In progress |
| Training for staff – inclusive customer services training & sighted guiding | November 2021 & June 2022 | H&S | In progress and ongoing |
| Creation of wider diversity and inclusion policy, that specifically calls out measures to support tāngata whaika | June 2022 | Chief Advisor – Disability / HR | Not started |

Who will help implement these actions:

Human Resources and Property

Operations

Office of the Executive Director

Feedback

If you have feedback or suggestions about this plan, you can:

- **Email us** at contact@abuseincare.org.nz
- **Phone us** on 0800 222 727
- **Write to us at**

Royal Commission of Inquiry
PO Box 10071
Wellington 6140
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Alternative Access Formats

Our Accessibility Action Plan 2021 to 2022 is available on our website:
www.abuseincare.org.nz.

If you would like to be provided with the plan in an alternative format, please make contact with us via phone or email.