



Kelly Tarlton's SEA LIFE  
Aquarium

Your Accessibility Journey

## Report

**Be. Institute**

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Dear Philip,

Thank you for embarking on this accessibility journey. We are excited to work with you towards becoming a fully accessible business so you may tap into the growing access customer market, and make a positive contribution to your community.

In this report you will find:

**1. A Brief Introduction**

How we got to where we are now

**2. Your Accessibility Report**

A full detailed report of how your business performed in each section of the accessibility assessment

**3. An Accessibility Development Plan**

Goals for your business to work towards 100% accessibility

**4. Appendix**

Frequently Asked Questions

Helpful Resources

Environmental Resources

Be. Accessible Disclaimer

This report is intended to be a reference guide as your accessibility journey continues. Please do not hesitate to contact us if you need further clarification or explanation of anything in this report.

Kind Regards,

Megan Barclay and Kylie Shirliff  
Be. Welcome Programme

## Background

In February 2016, Be. Accessible performed a Be. Welcome Assessment on the Kelly Tarlton's Sea Life Aquarium with the purpose of facilitating their journey towards accessibility.

## Approach

Peter Rawlings was the Be. Coach who completed your Be. Welcome Assessment, which was structured upon the following four areas:

1. Getting Ready to Go
2. Arriving and Getting In
3. Getting Around Within
4. Getting Out Safely

## The Benefits of Accessibility For Your Business / Organisation

1. Increase revenue
  - Attract new visitors
  - A competitive point of difference
  - Increased visitor loyalty
2. Improved environment
  - A better work environment for your staff
  - Empowered employees who are confident in their ability to welcome any access visitors
  - A better experience and environment for all your visitors
3. Increase reach through
  - New marketing opportunities
  - The Be. Welcome quality mark
  - Profile on [www.beaccessible.org.nz](http://www.beaccessible.org.nz)

# Your Accessibility Report

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## Overall Rating

Your overall assessment score was 69%, which means you receive the following Be. Welcome rating:



Your organisation has achieved good levels of accessibility in a number of areas.

## Your Progress



Congratulations – you’ve taken your first big step toward becoming a truly accessible business. So where to now? We’re here to walk alongside you, and give you expert advice on how to fill your meter all the way up to Platinum.

Our Accessibility Advisor, Adrian Holmes, will follow up to see how you are progressing, and can be contacted any time on 09 309 8966 or [adrian@beaccessible.org.nz](mailto:adrian@beaccessible.org.nz).

Thank you for joining us to create a more accessible society for all.

## Your Business Profile

The following text will be the business profile of your accessibility that will be displayed on the Be. Accessible website.

### Summary

Kelly Tarlton's offers visitors a unique and memorable experience of sea life around New Zealand and in the Southern Ocean. Also included is a walk-through reconstruction of the hut from Captain Scott's expedition to the South Pole.

Ample standard parking is available at Kelly Tarlton's, and there is one designated accessible car park. Bus stops are in close proximity. People of all abilities can access all the visitor areas. Some care may need to be taken on the underground moving walkway that goes through the undersea world. Please inform Kelly Tarlton's staff if you require any assistance. There are three sets of accessible toilets, located at the entrance, cafe (mid-way) and in the gift shop at the exit.

### Getting ready to go:

#### The website:

- The website is easy to navigate and information is presented clearly.

#### Brochures:

- A visitor map is available for all visitors at the payment counter. Brochures are produced for special events, e.g. birthdays at Kelly Tarlton's and shark diving.
- A more detailed or larger site map is available at the location or upon request.

## Arriving and Getting In:

### Bus Stop:

- Bus stop 7320 is directly opposite Kelly Tarlton's on Tamaki Drive. It offers shelter, seating, a bus time information board, and can be reached via a pedestrian crossing.
- Bus stop 7323 is next to the Kelly Tarlton's entrance and offers shelter, seating and computerised timetable information.
- Routes to downtown, Panmure, Glendowie, Glen Innes and Otahuhu all use these stops.

### Car parking:

- There is one parallel accessible car park near the entrance to Kelly Tarlton's. The length of the car park allows for easy use of rear-mounted hoists. The driver's side runs parallel to the pavement (no kerb) and is adjacent to the pedestrian crossing.
- Care needs to be taken when getting in and out a vehicle due to three bollards along the pavement edge, and since people will be using the adjacent pedestrian crossing.
- Care also needs to be taken when opening the nearside passenger doors and in going to the entrance as cars could be driving past to the adjacent exit.
- There is no shelter over the accessible car parking.
- There are no dedicated parent car parks.

### Fixed ramps to the main entrance:

- There is a covered ramp from the car park to the entrance doors into Kelly Tarlton's. There is a handrail on one side of the ramp; however it does not run parallel to the ramp, increasing in height going towards the entrance doors.





## **The identified accessible route to the site:**

- The route to the entrance to Kelly Tarlton's from the accessible car park or the bus stops is free from any significant obstructions.
- The accessible route to the site has a minimum width of 1200mm.
- There are no tactile indicators installed to help navigate to the main entrance.

## **The main entrance into the site:**

- The main entrance is level on both sides of the doors.

## **Main entrance signage:**

- The entrance signage to Kelly Tarlton's is clearly visible from all approach directions.

## **Main entrance doorways:**

- Entrance into Kelly Tarlton's is via a pair of swing doors. One door is open during opening hours and the other door can be easily pushed open if required.
- The entrance door swing allows for a 1200mm minimum clear space.

## **Getting Around Within the Site:**

### **Customer Service:**

- Staff are available throughout Kelly Tarlton's and appear knowledgeable, friendly and helpful.
- There are two wheelchairs available for visitors to use.
- All support animals are welcome throughout the attraction.



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## Accessible Communication:

- There are guided tours in English available upon request.
- There are interpreters available on site.
- Some staff can speak languages other than English.
- There is information available on DVDs.
- Information can be sent out via email.
- There is a loud speaker available to provide information.

## Menus:

- Food and drinks available at the cafe are written on a blackboard across the top of the cafe counter. The text is clear and easy to read.

## The identified accessible route within the site:

- The route throughout Kelly Tarlton's is accessible although care needs to be taken in specific areas, in particular the traveller.
- The accessible route within the site has a minimum width of 1200mm.
- Any permanently fixed objects are detectable by a person using a cane.
- All facilities and services can be reached from this accessible route.
- Lighting levels on this accessible route offer good visibility.

## Fixed ramps within:

- There are large ramps at both the entrance and exit (lift available), also a short ramp within the attraction and a ramp to the



accessible toilet near the cafe.

- Ramps have handrails.

## **Signage within the site:**

- There is only one route of travel through Kelly Tarlton's so directional signage is not needed. Exhibits throughout Kelly Tarlton's are clearly signed.

## **Sensory options:**

- There is an audible information broadcast within Scott Base, other exhibits can have a range of ambient noise, e.g. water sounds, bird/animal sounds.

## **Surfaces:**

- There are slip-resistant absorbent floor mats at the entrance and near some attractions where water may get on the floor. These do not pose a trip hazard.
- The floor surface covering is plain and clear.
- Tactile indicators are not installed on the accessible route.

## **Lifts:**

- There are two lifts within the facility, the first between the underwater tunnel and the shop and the second at the exit.
- The existing lift between the aquarium underwater tunnel and the gift shop is being replaced with a new, user-friendly lift. The lift near the exit stairs to the carpark is functional, but space within the lift is limited.
- All controls (i.e. landing controls, alarm and emergency telephone) are located within a reachable range.



## **Stairs or Steps:**

- Some people, particularly those with sight impairment or balance issues may need to take extra care on the exit stairs due to the stair risers not being of uniform height and a lack of colour contrast on the step nosing. A lift is available adjacent to the stairs and so may be the preferred option.
- There is a handrail located on at least one or both sides of the stairs.

## **Accessible Reception Counter:**

- The ticket sales counter has two fully accessible tills.
- There is a counter located on the accessible route.
- The counter is accessible and has a clear space of 1200mm by 1200mm in front.
- There is at least one access space at the service or reception counter.
- EFTPOS terminals are reachable and usable.

## **Cafe/Restaurant/Bar Area:**

- The cafe/restaurant/bar area is on a single level.
- There is a level accessible entry into the cafe/restaurant/bar area.
- The entrance is clearly illuminated.
- Highchairs/booster seats are available for children.
- Self-service items can be reached from a seated position.
- Electronic payment devices (eg EFTPOS terminals) are reachable and usable for all access customers.



## Your Accessibility Report

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- Easy movement around the site due to short cut carpet pile.
- Hard flooring surfaces appear to have a slip resistant surface.
- The floor surface covering is plain and clear.
- Natural and artificial lighting levels avoid glare and sudden, abrupt changes in intensity.
- Reflective and polished surfaces are minimised.
- Staff are identifiable with a uniform or name badge.

### **Cafe Accessible Toilet:**

- The accessible toilet with baby change station located alongside the cafe is of a high standard and provides easy access and excellent fixtures and fittings.
- An accessible toilet and baby change station is located alongside the cafe
- All gender accessible toilets for the cafe/restaurant/bar are in a self-contained compartment with full privacy.
- All gender accessible toilets are located so access is not via an area restricted to one sex.
- There is a baby change station or separate parent room available.
- There is a horizontal grab rail on the inside of the toilet swing door
- The toilet pan offers a stable base to transfer from.
- The accessible toilet is a minimum of 1600mm wide by 1900mm long.
- The washbasin is reachable from the toilet seat.



## Retail Shop:

- There is a level accessible entry into the shop.
- Electronic payment devices (eg. EFTPOS terminals) are reachable and usable.
- Easy movement around the shop due to short cut carpet pile.
- The floor surface covering in the shop is plain and clear.
- Retail shop staff are easily identified by a name badge or uniform.
- Although there is not an accessible sales counter the Eftpos machine can be easily accessed.

## Accessible Toilets:

- The accessible toilets at the entrance and exit (accessed via the shop) are single sex. An all gender accessible toilet is located alongside the cafe. The accessible toilets at the entrance and exit are of reasonable size. The toilets are slightly low.
- Accessible toilets are located at the entrance and exit as well as near the cafe.
- There is a baby change station or separate parent room available.
- The toilet seat lid can act as a back rest.
- The toilet pan provides a stable base to transfer from.
- The accessible toilet is 1600mm wide by 1900mm long.
- The washbasin is reachable from the toilet seat.

## Designated Accessible Areas:

- Bench seating (without back or armrests) is available at intervals throughout Kelly Tarlton's and standard seating (seat back only) in the cafe.
- A direct line taxi call phone is located at the exit. It is set high up on the wall so some users may require assistance to use it.
- There is no grassed area for support animals.

## Underwater Tunnel Travellator:

- The travellator has a width of 800mm; this is less than the minimum width for a travellator of 900mm.
- There is an upstand between the travellator and the walkway of 25mm – 30mm that could cause a trip hazard.
- The walkway adjoining the travellator has a width of 765mm, less than the recommended width for mobility equipment users and strollers.
- During the assessment, the travellator was not moving. It was observed that a parent with a double stroller (side by side seating) required wheels to be on both the travellator and walkway to go through. This would not be possible if the travellator had been operational.
- A staff member also informed the assessor that:
  - Users standing on the travellator and holding the handrail tight have been pulled over.
  - Wheelchair users could find they are being “spun round” when the travellator goes round the corners.



### Getting out safely:

- All staff have received health and safety training.
- The emergency exits are accessible and hazard free.
- All fire/smoke doors can stay open automatically during an emergency.
- There are audible fire alerting devices.
- Assembly areas (e.g. evacuation point) are on the accessible route.



## Commendations

The following commendations have been made:

### Getting Ready to Go:

- The website is easy to navigate and information is presented clearly.
- The facility map given to visitors is clearly laid out.

### Arriving and Getting In:

- The entrance to Kelly Tarlton's is well signed and clearly visible to all people.
- A marked walkway has been provided the length of the car park.

### Getting Around Within the Site:

- The use of touch screen technology provides an interactive experience for visitors.
- The education department's speakers going out into the community to do presentations could help serve to increase the accessibility of Kelly Tarlton's amongst groups with access needs.

### Getting Out Safely:

- It is commendable that during a recent fire drill, staff practiced assisting a wheelchair user out of the premises.

## Recommendations

We suggest the following recommendations to improve on your current percentage and rating.

Every improvement, no matter how big or small, contributes to your overall accessibility in a unique way. Please note that not all improvements are scored equally under the Be. Welcome Assessment, and the ease and practicality of these recommendations will differ between organisations depending on your circumstances so we encourage you to go through this list with your Be. Coach to create a list of priorities and work through these as time, effort and money permits.

## Getting Ready to Go:

### Website:

- Ensure all images and photos have alternative text, for people using screenreaders. For more information on screenreader technology visit <http://www.freedomscientific.com/Products/Blindness/JAWS>
- Provide a video of key information in New Zealand Sign Language.
- Ensure any New Zealand Sign language videos have text/caption alternatives.
- Describe the accessibility features of the business (e.g. car parking, bathrooms, and hearing loop etc.) on the website so access customers can ensure their needs will be met.
- Include the International Symbol of Access (ISA) and your Be. Welcome Rating on the website to inform the access customer that the business is accessible.
- Provide alternative format Word documents alongside downloadable PDFs, as some screen readers cannot read PDF documents.

# Accessibility Development Plan

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- Include a sitemap to assist users of page readers.

## Brochures:

- Provide a large print version of the main brochure and/or facility map which is easier to read for those who struggle with small print.
- Provide a map with directions on how to get to the site as some access customers rely on clear instructions for navigation.
- Provide alternative language formats for the brochure, enabling your organisation to reach a wider group of customers. For more information on NZSL translation services, visit [www.seeflow.co.nz](http://www.seeflow.co.nz).
- Add the ISA symbol and your Be. Welcome rating to brochures to communicate that your organisation has taken steps to become accessible.

## Business Cards:

- Display the business card information in braille format that does not affect other users' ability to read the card.

## Alternative Marketing Formats:

- Consider using QR code and Infowave technology to communicate key information in audio and alternative languages, including New Zealand Sign Language.

## Arriving and Getting In:

### Car Parking:

- The ground markings for the accessible car parking are starting to become faded and could do with being re-painted.

- Install signage to warn drivers to be aware of pedestrians near Kelly Tarlton's entrance. There is potential for conflict between access customers and vehicles exiting past the entrance.
- Repair the broken concrete barrier at the end of the accessible car park by the motorbike park, as it could be a trip hazard.
- In the event of a major car park upgrade, reposition the accessible car park to avoid possible conflict with vehicles, and provide cover over accessible spaces to protect those with limited mobility from the elements, as it can take longer to transfer into a wheelchair, or remove a walker from a car.
- Repaint the marking on the outer edge of the walkway with a solid line to encourage vehicles to avoid driving along it and for pedestrians to walk within the marked path.

## **Car Parking Signage:**

- Provide directional signage to the accessible car park.
- Ensure all parking signage is as visible as possible.
- Include images or symbols on parking signage.

## **Drop-off/Pick-up Zone:**

- Consider providing a drop-off/pick-up zone as this would be of assistance to all visitors.

## **Fixed ramps to the site:**

- At the top of the ramp to the entrance doors, the retaining wall presents an upstand. The yellow paint is fading; repaint it to provide good colour contrast, particularly for those with sight impairment.

- Install tactile ground surface indicators to assist navigation, especially for those with visual access needs.
- Ensure handrails are fixed to be between 840 and 900mm above and parallel with the ramp surface.

## **Main entrance signage:**

Install the International Symbol of Access (ISA) on the entrance doors.

## **Getting Around Within the Site:**

### **Customer Service:**

- Install the International Symbol of Access (ISA) at the front entrance and at the payment counter. Also, display signage at the entrance stating support animals are welcome on the premises.
- Continue to investigate new interactive technology as it becomes available that will enhance the experience for visitors of all abilities.
- Train staff on any assistive technology, e.g. wheelchairs, so they can respond to access enquiries with confidence.
- Hold a facilitated accessibility awareness workshop to enable your staff to be more confident in their engagement with all customers. For more information on our Be. Confident programme please contact the Be. Team.
- Incorporate visitor access group tags within your database systems such as CRM or Customer Contact, to build familiarity and rapport with visitors, particularly for those holding annual passes, as individuals.

## **Accessible Communication:**

- Provide current behind-the-scenes tours in other languages for people for whom English is a second language. There are a number of cultural groups within Auckland's ethnic communities who may be interested in these as special events.

## **Ramps:**

- Handrails are not installed at a consistent height. Even on an individual ramp, the handrails vary in height along its length. It is recommended that handrails be installed 840mm to 900mm from floor to top of handrail.
- It is recommended that the ends of handrails turn down 100mm or return fully to the end post or wall face, and continue level for 300mm past the top and bottom of the ramp. Domed buttons, installed 150mm before the end of all handrails as a warning to users, are also recommended.

## **Entrance ramp:**

- The handrails appear to be colour co-ordinated with the wall colours, primarily blue. This could make them hard to differentiate for people with sight impairment. Ideally, ensure handrails contrast in colour to their background.
- The handrail on the landing towards the bottom of the ramp finished against a wall, which could prove hazardous for people with sight impairment. Ensure handrails are continuous around landings, except at doorways.

## **Ramp after NIWA southern oceans exhibit:**

- A fixed sign on the right at the top of the ramp blocks use of the handrail on that side. Relocate the sign so it does not obstruct the ramp.

- The handrail at the bottom of this ramp ends against the facing wall. Consider extending the handrail round to the entrance to the ramp.

## **Exit ramp:**

- The ramp leading from the shop up to the stairs is particularly steep in the last section adjoining the lift. Continue the stair handrails round for this section of the ramp. Be. Accessible are able to provide full details on recommendations for handrails for both ramps and stairs.

## **Floor change at top and bottom of ramps:**

- Some of the ramps have no clear change in floor colour and texture at the top and bottom. This was particularly noticeable for the ramp near the photo opportunity section. Without a change in floor colour and texture (but not a significant change in slip-resistance) people with sight impairment or those with balance impairments may be unaware that there is a ramp and this can cause falls.

## **Signage:**

Signage can be easily improved in three areas:

- Directional signage to the accessible car park.
- Directional signage to the toilets located in the shop.
- Improved signage for the exit lift:
  - Currently, the lift is not noticeable until you are near it. If there were a number of people exiting at the same time, the location of the lift could easily be missed. Consider either a ceiling suspended sign or a sign on the lift lobby wall that can be easily seen by people coming up the ramp.
- Provide signage in alternative languages.



## Controls:

- The toilet at the entrance has a light switch that is easily operable by the public. It would be expected that in a public facility lighting would be controlled by staff and not be able to be altered by the public. If possible, remove the light switch from the toilets and re-configured to be controlled through the main lighting by staff only.

## Accessible Lifts:

- The lift between the underwater tunnel and the shop appeared difficult for most people to use, however a quote for replacement of the lift has been obtained.
- Longer term, consider replacing the lift at the exit. However, this would be a more costly operation and could involve some significant structural alterations.

## Accessible Stairs:

- There are two main sets of stairs (between the underwater tunnel and the shop and at the exit) and one set of steps within the Antarctic ice adventure. The tread depth of both stairs was non-uniform and less than the recommended 310mm. If the stairs are replaced in the future, it is recommended that they comply with best practice guidelines.
- The stairs at the exit are texture tile with a slight pattern and appear under normal conditions to be slip-resistant. However, they do not have any colour contrasting slip-resistant nosing. Due to the texturing of the tiles, fixing of nosing may be more difficult. If it is decided to look at applying nosing, seek advice from the company who installs the nosing.
- It is recommended that handrails extend a minimum of 300mm beyond stairs at the top and bottom steps, ends of the handrails are turned down, and domed buttons are installed near the ends of the handrails.

- The yellow warning strip at the top of the steps at the Antarctic Ice Adventure is starting to wear. As part of the maintenance schedule, this could be checked and re-applied as required.

## **Accessible Ticket Sales Counter:**

- Display the ISA (International Symbol of Access) and your Be. Welcome rating so access customers know the site is accessible.
- Provide suitable seating for access customers unable to stand for long periods of time. Suitable seating includes an arm on at least one side, a seat height between 400-450mm and a back rest.

## **Cafe:**

- Provide some chairs within the cafe that have both armrests, backrests and a seat height of between 400mm and 450mm. People with a weak lower body often require the assistance of an armrest and back when getting into and out of a chair.
- Consider installing a step-down counter to assist people using wheelchairs and also children buying from the café.

## **Shop:**

- A minimum width of 800mm between display stands is recommended to allow ease of movement for people with strollers and mobility equipment. Adjust some of the stands to provide sufficient space.
- Although the shop counter does not have an access space, people using mobility equipment would still be able to use the Eftpos terminal. However, in the event of an upgrade to the shop, install a step-down counter to assist people using wheelchairs and also children.

## Accessible Toilets:

- Three accessible toilets are provided, a unisex toilet at the cafe and single sex toilets at the entrance and exit. The unisex toilet at the cafe was to a very high standard; the only suggested improvement would be to replace the toilet pans at a seat height of 460mm to 470mm above the floor.

## Single sex toilets at entrance:

- Fit kick plates to both sides of the toilet doors to protect them from damage by wheelchair footplates.
- Adjust the 90 degree grab rail to the recommended 700mm above the floor to the top of the rail.
- Toilet seats are lower than the recommended 460mm above the floor. A low toilet seat can make it difficult for a person either transferring from a wheelchair or who has weak lower body strength to sit/rise from the toilet.
- Install horizontal grab rails 600mm long and 900mm above the floor to the top of the rail to the inside of the toilet doors to assist wheelchair users in pulling the door closed.

## Accessible toilets at exit:

- Located within standard male and female toilets (female toilet was not assessed).
- Fit kick plates to both sides of the toilet doors to protect them from damage by wheelchair footplates.
- Adjust the weighting of the accessible cubicle door in the men's toilet so it is easier to close.

- The toilet seat was 410mm above ground. Either raise or replace the seat with an accessible toilet pan with a seat height of 460mm to 470mm above ground.
- The flusher was not raised from the cistern. A raised flusher in the centre of the cistern is recommended, to aid people with sight impairment and those with limited hand function.
- Install horizontal grab rails 600mm long, 900mm above the floor to the top of the rail to the inside of the toilet cubicle doors to assist wheelchair users in pulling the door closed.
- Install an ISA symbol on the accessible toilet door.

## **Taxi Phone:**

- A direct line phone to Auckland Taxi Co-op is located at the shop exit. It is 1500mm above the floor, which would be too high for a wheelchair user. Reinstall the phone at 900mm to 1200mm above the floor.
- A Kelly Tarlton's staff member stated that it is difficult to hear the taxi company operator due to low phone volume and background music/noise in the vicinity of the phone. Request that Auckland Taxi Co-op check the phone and replace if necessary.

## **Underwater Tunnel traveller:**

- In some places a yellow warning paint has been applied to the upstand. Apply to the full length of the upstand.
- The recommended path width to allow a wheelchair and a stroller to pass is 1500mm. Overall, the tunnel provides this, but give consideration to the practicalities and safety of the traveller and whether it be removed and a level walkway be provided throughout.

## Exit Doors:

- The double swing doors at the exit provide a clear width of only 680mm for each door. It is recommended that double doors on an accessible route have a least one door that provides a minimum clear opening of 760mm.
- Upgrade these doors to have hold-open devices, and to provide sufficient clear open width.

## Public Seating:

- In areas where public seating is provided, ensure that some seating has armrests and backrests, to enable people with limited mobility to lower or lift themselves, and have the support they require to lean against while seated.

## Getting Out Safely

- When the fire alarm system is upgraded, install an audible/visual system in the public areas to assist people who are Deaf or have hearing impairment, and back-of-house where staff could be working in a noisy environment and wearing ear protection.
- Ensure there are procedures in place for the safe evacuation of access customers with an auditory access need who may not hear fire alarms.

This appendix contains the following:

- A. Frequently Asked Questions
- B. Helpful Resources
- C. Environmental Resources
- D. Be. Disclaimer

## A. Frequently Asked Questions

### **Q: How do I improve my rating?**

A: There is no prescribed number of actions you must take to improve your rating. The Be. Welcome Assessment is designed to be holistic so it will be different for every organisation; the idea is to do what you can, when you can. Every improvement is very likely to increase your overall percentage score, however feel free to discuss with your Be. Coach how your improvements might impact your rating.

### **Q: Are you expecting that we implement all your recommendations?**

A: Not at all – the idea is that you do what you can first; what is easy, inexpensive and practical for you. Then work through the improvements as prioritised by your organisation, and adopt a philosophy of continuous improvement over time.

### **Q: What if some things are out of my control?**

A: We understand that some decisions aren't yours to make, especially when it comes to property or building improvements. The important thing is that you, and your access customers, are aware of these factors so that alternative solutions can be found.

In the case where decisions need to be made by a landlord or higher manager, feel free to use this report as an evidence-base for the need for greater accessibility. Your Be. Coach and the wider team at Be. are also more than happy to answer any questions that your colleagues may have so don't hesitate to get in touch.

### **Q: What is the role of the Be. Team?**

A: The team at Be. Accessible are happy to answer any questions you may have about your report and accessibility journey, and if we can't answer a question ourselves, we'll be able to point you in the right direction!

## B. Helpful Resources

### At Your Service

Free online course in welcoming customers with disabilities

[www.wiawebcourse.org](http://www.wiawebcourse.org)

### NZ Disability Strategy Training Resource

Learn about disability in New Zealand

[www.adpn.org.nz/resources/kia-rangatu](http://www.adpn.org.nz/resources/kia-rangatu)

### Independent Living Service (ILS)

Generic information and advice about support options available through organisations and equipment solutions.

[www.ilsnz.org](http://www.ilsnz.org)

### CCS Disability Action

Disability training throughout New Zealand

[www.ccsdisabilityaction.org.nz](http://www.ccsdisabilityaction.org.nz)

### ASNZ Standard 1428.4 and RTS14

Tactile ground surface indicators

<http://www.standards.co.nz>

### Royal New Zealand Foundation for the Blind

To ensure the above is installed correctly

[www.rnzfb.org.nz](http://www.rnzfb.org.nz)

### Office for Disability Issues

Discussion of universal design

[www.odi.govt.nz/resources/publications/bridging-digital-divide](http://www.odi.govt.nz/resources/publications/bridging-digital-divide)

### Web Accessibility Initiative

Accessible website design

[www.w3.org/TR/WCAG20](http://www.w3.org/TR/WCAG20)



### **Royal National Institute of Blind People – Web Accessibility**

[www.rnib.org.uk/professional/webaccessibility](http://www.rnib.org.uk/professional/webaccessibility)

### **Low Visionary NZ**

[www.lowvisionary.com/?cat=3](http://www.lowvisionary.com/?cat=3)

### **Sight Loss Services**

[www.sightloss-services.com](http://www.sightloss-services.com)

### **Deaf Aotearoa**

Information relating to deafness and hearing impairment, including deaf awareness and New Zealand Sign Language courses

[www.deaf.co.nz](http://www.deaf.co.nz)

### **New Zealand Sign Language Week**

[www.nzsign.org.nz](http://www.nzsign.org.nz)

### **National Foundation for the Deaf (NFD)**

Resources, information and advice relating to hearing impairment including hearing aid equipment and repairs

[www.nfd.org.nz](http://www.nfd.org.nz)

### **NZ Relay Telephone Service**

[www.nzrelay.co.nz](http://www.nzrelay.co.nz)

### **WEKA – What everyone keeps asking about disability issues**

Transport for people with disabilities

[www.weka.net.nz/topics/transport](http://www.weka.net.nz/topics/transport)

### **People First New Zealand Inc.**

Information for people with a learning disability

[www.peoplefirst.org.nz](http://www.peoplefirst.org.nz)

### **Barrier Free New Zealand**

Advice and support to help ensure built environments are accessible for everyone

[www.barrierfree.org.nz](http://www.barrierfree.org.nz)

## **Standards New Zealand**

Design guidance for access and mobility in buildings and associated facilities

[www.standards.co.nz](http://www.standards.co.nz)

## **C. Environmental Resources**

### **Car parks**

Accessible car parks

<http://www.dbh.govt.nz/accessible-carparks>

Car park marking services

<http://kiwiroadmarkers.co.nz> Auckland

<http://rossroadmarkers.y8.co.nz/services> Wellington

### **Entrances**

Video and Audio Intercoms

<http://www.pivotalolutions.co.nz>

### **Ground tactile indicator markers**

[www.mobilityresearch.co.nz/standards](http://www.mobilityresearch.co.nz/standards)

<http://www.gbsnz.co.nz/dtac.php>

<http://www.mobilityresearch.co.nz/products>

<http://www.ralenti.co.nz/products/barr001.html>

### **Ramps**

Permanent or temporary ramp installation

<http://rampworx.co.nz>

### **Signage**

International Symbol of Access

[http://www.deneefe.co.nz/content/product\\_categories/dp10-mandatoryworkplce.html](http://www.deneefe.co.nz/content/product_categories/dp10-mandatoryworkplce.html)

### **Accessible counters**

<http://www.dbh.govt.nz/UserFiles/File/Publications/Building/pdf/accessible>

[-reception-and-service-counters.pdf](#)

## **Controls**

Lever action door handles

Hardware stores nationwide

<http://csfordoors.co.nz/contact>

## **Braille Products**

<http://www.rnzfb.org.nz/products/braille-products>

## **Visual and Audio Devices**

<http://www.reidtechnology.co.nz>

<http://www.hearing.org.nz>

<http://wormald.co.nz>

<http://www.soundstore.co.nz>

## **Grab rails**

[www.shop.disabilityresource.org.nz](http://www.shop.disabilityresource.org.nz)

Hardware stores nationwide

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