Kāinga Ora Accessibility Position

Kāinga Ora meets its obligations to disabled people and to provide accessible homes and services within our funding settings by focusing on the following commitments:

Improving our data

We are continuing to improve our understanding of our customers and their accessibility needs to:

- identify opportunities to better support our customers,
- better place disabled people into housing with appropriate accessible features, and
- inform evaluation of outcomes over time.

We are improving our systems for collecting and reporting on asset data.

Modifying existing homes

- We undertake minor modifications to existing properties, which are defined as non-structural changes with a total cost of up to $2,000 per customer per property. Kāinga Ora is committed to ensuring our modifications process is as efficient as possible.
- We work with others in the system (primarily ACC and the Ministry for Social Development (MSD)) as funders to enable more bespoke modifications to our homes specific to the individual customers.

Improving the suitability of Kāinga Ora new build housing for customer accessibility needs

We include universal design features in new build housing where simple and cost effective to do so.

System Settings

We will continue to work with MSD and the Ministry for Cities, Environment, Regions, and Transport (MCERT) to better understand the cohorts we will need to house, and ensure our settings are appropriate to respond.

Reasonable accommodations

We make reasonable accommodations in our service provision to respond to the needs of disabled people.