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We are on mute right now until we commence at **2:30pm**

You will notice you have been automatically muted and camera turned off to improve connectivity of the session

If you experience any connection issues during the session please exit and re-join

NZSL Interpretation:

Please use the chat function to let us know if you require interpretation support before 2:30. We will contact you directly with instructions to pin the interpreter video to your screen.

Accessibility Symposium 2020

Wednesday 29 July 2020 – 2:30pm – 3:30pm



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Welcome!



Kāinga Ora
Homes and Communities

Opening Karakia

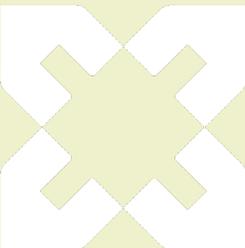
Corrina McGregor

Te Kamaka Māori Network Chair



Kia hora te marino
Kia whakapapa pounamu te moana
Hri hurarhi mā tātaou I te rangi nei
Aroha atu, aroha mai
Tātou I a tātou katoa
Hui e Tāiki e!

May peace be wide-spread
May the sea be like green-stone
A pathway for us all this day
Let us show respect for each other
For one another
Bind us all together!



Outline for today's Symposium

#	Item	Speaker
1	Welcome: Opening Karakia Welcoming and Opening Remarks	Vui Mark Gosche - Chair of the Kāinga Ora Board
2	Virtual Meeting House-keeping	Gareth Stiven
3	Operating Principles and the Partnership and Engagement Framework	David Clelland
4	Accessibility Policy – Progress Initiatives as at July 2020	
	- New build target	Gareth Stiven
	- Retrofit and Accessibility Update	Matt Hosler
	- New Performance Standards – Update	Stacey Marsh
	- The Customer Programme, Customer Experience, and our Disability Community	Mike Letts
5	Lessons learned, next steps and key questions to take away - Overview of the lessons learned over the past 12 months - Key questions to take away - Next steps	Gareth Stiven
6	Closing and Karakia	Vui Mark Gosche

Welcome, Harare Mai, Talofa, Kia Orana

- Welcome and opening remarks
- Establishment of Kāinga Ora – Homes and Communities
- Board's long term vision for accessibility





Virtual Meeting house-keeping

Presenter – Gareth Stiven

- Zoom meeting etiquette (e.g. Mics off / cameras off)
- IT support prior to the meeting
- Q&A Feedback Session to follow next week – 7 August 2020
 - Send through your questions and feedback to: accessibility@kaingaora.govt.nz
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Operating Principles and the Partnership and Engagement Framework

David Clelland – National Relationship Manager



Operating Principles

Section 14 Kāinga Ora – Homes and Communities Act 2019

- Public Housing Solutions that contribute positively to well-being
- Housing Supply meets needs
- Well-functioning urban environments
- Stewardship and sustainability
- Collaboration and effective partnerships



The Kāinga Ora - Homes and Communities Act 2019 sets out the Kāinga Ora objectives, functions and operating principles.

Collaboration and effective partnerships

- Partnering and engaging with Māori
- Alignment and synergies across the housing and urban development system
- Early and meaningful engagement with other persons and organisations
- Grow capability across the housing and urban development sector



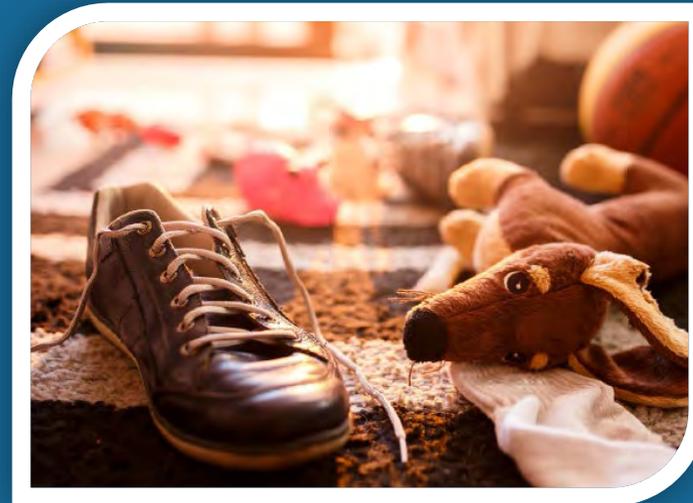
Objectives: To contribute to sustainable, inclusive, and thriving communities that:

- *Provide people with good quality, affordable housing choices that meet diverse needs*
- *Support good access to jobs, amenities, and services*
- *Otherwise sustain or enhance the overall economic, social, environmental, and cultural wellbeing of current and future generations.*

Partnership and Engagement Framework

The framework describes partnership and engagement intentions and specifically aims to ensure:

- Our customers and stakeholders views are understood and considered when developing housing and urban development policies, proposals and plans
- Our relationships are strengthened and enhanced between Kāinga Ora and Māori, communities, customers and stakeholders by ensuring they are informed about, and participate and have their say on, matters that are important to them
- We build enduring partnerships based on trust, respect and reciprocity
- We close the 'feedback loop' by providing timely communication so that people know when and how their contribution has been considered and how it has influenced decisions.





The Principles

Principles for Partnership	Principles for Engagement	Additional Principles for Partnering and Engaging with Māori
Respect	Early engagement	Commitment to Partnership
Reciprocity	Genuine and meaningful	Active protection
Trust	Open and transparent	Redress
	Responsive and flexible	



Detailed methods and approaches will be developed for our different functions, e.g., urban development and for different groups or needs, e.g., accessibility

Principles for Partnership

Respect

We respect each other's tikanga and our interactions with our customers , stakeholders and partners are based on mutual respect

Reciprocity

Our relationships with our customers, stakeholders and partners are based on genuine intention to strengthen relationships and work together effectively.

We recognise the value of the contribution the other party brings to the relationship and the importance of both parties benefiting from the partnership

Trust

We work with our customers, stakeholders and partners to build relationships based on confidence, competence and goodwill.



Principles for Engagement

Early communication

We communicate early and clearly and provide all the information needed for partners, stakeholders and communities to engage effectively

Genuine and meaningful

We make time for whakawhanaungatanga. We will be clear on our objectives and choose ways to engage that are fit for purpose

Open and transparent

We will be clear about what we are trying to achieve, the scope of our engagement and the potential for people to influence outcomes

Responsive and flexible

We will use appropriate channels to engage people to ensure we are inclusive. We are adaptable and respond to feedback.



Additional principles for partnering and Engaging with Māori

Partnership

We commit to act in good faith, fairly, reasonably and honorably towards Māori as a Treaty partner

Active protection

We commit to protect Māori property interests and Taonga

Redress

We acknowledge past wrongs and the right of redress.



Questions

We are interested in your views on the draft principles:

- Are these the right high-level principles for partnership and engagement?
- Would you like more information about the Framework?
- Do you have questions of your own?

Please email accessibility@kaingaora.govt.nz or visit the accessibility event web page <https://kaingaora.govt.nz/accessibility-symposium-2020/> in order to submit your views for further discussion at next weeks panel Q&A session.





Accessibility Policy - Progress Initiatives as at July 2020

Progress update on implementing the Accessibility Policy

Presenter – Gareth Stiven

What did we commit to in the Accessibility Policy?

We've committed to:

- A target that at least 15 percent of our public housing new builds will meet out full universal design standards
- Collect information on the number of our public housing new builds built to universal design
- Benchmark our current performance in advance of being held accountable for the key performance indicator of at least 15 percent of new builds meeting universal design standards in 2021/22.

What have we achieved so far?

- Agreed a definition of universal design
- Built the universal design expectation into business cases and decision making
- Included the 15% target into the Statement of Performance Expectations (SPE) 20/21.

Why start with a 15% target?



“At least 15% of Kāinga Ora’s public housing new builds will be built to Universal design”

Examples of universal design and accessible homes

All of our accessible units are on the ground floor and include a number of universal design and accessible features such as:

- ramps leading up to the front door
- bathrooms with flat open showers and handrails
- low benchtops and tapware in the kitchen and bathroom, and
- ample space for turning circles.



Ranui – West Auckland (Luanda Drive) includes two accessible units that have recently been purpose built for people with different accessibility needs



“Accessible design homes are purpose built for people with different accessibility needs – not built for specific individuals”

Retrofit and accessibility update

Presenters – Matt Hosler

Retrofitting Kāinga Ora's existing public housing homes

- Evaluating Hutt Valley Retrofit Pilot → place of accessible homes in expanded pilot
- Hutt Valley retrofitted homes now include (where possible):
 - Improved entry thresholds
 - appropriate wheelchair pathways thought the entire home
 - wet area bathrooms.
- Aim to make retrofitted homes “accessible ready” to meet customers’ changing future needs
- About balancing challenges and costs of retrofitting → location and type of home can make it more expensive and difficult.



We aim to make retrofitted homes “accessible ready” to meet our customers’ changing future needs

New Performance Standards update

Presenter - Stacey Marsh

- A review of the current Kāinga Ora new build standard has been completed
- The aim of this was to ensure alignment to the Accessibility Policy outcomes
- Universal design and Accessible design requirements needed to be defined
- Consultation is important.





Customer Programme Update

Mike Letts

Key Feedback Question:

“How can we look to improve the services we give to disabled people?”

Our customers and whānau live well, with dignity and stability, in connected communities

Our desired outcome	Stability	Safety and Security	Connection and Participation
	<ul style="list-style-type: none"> State housing provides stable accommodation for customers and whānau who need it 	<ul style="list-style-type: none"> Customers and whānau feel safe and secure in their homes and communities 	<ul style="list-style-type: none"> Customers and whānau are connected to their communities, and participate in community life

Our goals	Understand our customers and whānau	Empower our customers and whānau	Deliver services and homes that meet customer and whānau needs	Connect customers, whānau and communities	Collaborate with social sector and Māori
	<ul style="list-style-type: none"> We understand the needs of our customers and whānau and anticipate the needs of our future customers and whānau 	<ul style="list-style-type: none"> Customers and whānau are trusted, feel empowered, and are involved in collaborative decision making 	<ul style="list-style-type: none"> Our tenancy services and homes meet our customers' and whānau's needs, now and in the future 	<ul style="list-style-type: none"> We build trust and connections between our customers and whānau and their communities 	<ul style="list-style-type: none"> We work collaboratively with the social sector and rōpū māori to enable the delivery of services with our customers and whānau

The Customer Programme aims to achieve five outcomes



Match to a suitable home

We use the right information to make a good match, and when offering the property both Kāinga Ora and the customer or whānau are satisfied that the match makes sense and will support a sustainable tenancy.



Help settle in

We help our customers and whānau through the process of preparing to move, the move itself and settling into their new home and community.



Provide fit for purpose homes

We deliver quality services to customers and whānau particularly focused on maintenance, inspections, account and issue management, and we meet our legislative obligations.



Provide and coordinate support to live

We build our relationships with customers and whānau to understand their circumstances and goals, and jointly agree how we can support them and/or connect them with those who can.



Facilitate and invest to develop communities

We support the development of the communities our customers and whānau live in, drawing on and building the capability of our customers and whānau or partnering with community providers including rōpū māori.

What changes do we need to make to provide the core services?

Differentiated services focused on people and whānau

Trusted internal support functions

Relationship driven model

Trusted external partners

Enhanced capacity and capability in community development

A dedicated function to learn, evaluate and improve

Policies and processes that empower our front line

How are we going to deliver these changes?

Design differentiated services focused on customers and their whānau

- Using human centred design techniques, we will reimagine key customer journeys that will redefine our relationships with our customers. We'll also invest design effort to enhance the value we deliver through all customer journeys and define how we will embed well-being and connection to communities throughout our interactions with our customers.

Embed customer-focussed operational excellence

- With clarity about our future state customer experience, we will design the supporting business model to ensure that we can effectively embed the desired customer experience. We will include business processes, policies, technology roadmap, roles and skills required, and measures of success.

Build our customer experience capabilities

- We will design and build the customer experience capabilities and practices that we'll need to have in place to ensure a sustained focus on improving our customer experience.

Equip our customer-facing teams to strengthen customer relationships and empower our customers

- Building high-trust relationships and empowering our customers are core to our strategy. We will equip our people to best deliver our target experience through every interaction with our customers every day. Aligned with our people strategy, we will build our leadership and team capability and provide tools to make it easier for our people to do their job.

What will success look like?

Stability

- Reduced customer churn/avoidable transfers

Safety and Security

- Increased customer safety and security
- Reduced anti-social behaviour issues

Customer Satisfaction

- Increased customer satisfaction
- Earlier issue resolution

Customer Independence

- Customers and whānau live independent lives
- Customers and whānau have more pride in their homes

Connecting and Participating

- Increased take up of social and health services
- Increased connections to iwi and hapū





Lessons learned and the next 12 months

Gareth Stiven

Lessons learned over the last 12 months

- We had to adapt quickly to the challenges posed by COVID-19
- A shared understanding of definitions is important, e.g. universal design and accessibility
- The new mandate of Kāinga Ora has required a more fundamental assessment of how we partner and engage, including with Māori
- There are gaps in the information that we have on our assets and customers
- Kāinga Ora is part of the wider housing, health and social services system, and is responsive to wider policy and funding settings.

The next 12 months

Our Accessibility Policy and regular reporting on the Disability Action Plan sets out our goals for the next 12 months:

- Report against our new build target and provide further advice on retrofit target
- Review standard designs
- Confirm partnership and engagement framework
- Roll out new Customer Programme
- Confirm approach to funding for modifications and other supports.



Next steps for the Accessibility Symposium

Gareth Stiven

Next steps for the Accessibility Symposium

- **Q&A Feedback Session to follow next week – 7 August 2020**
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Closing Karakia

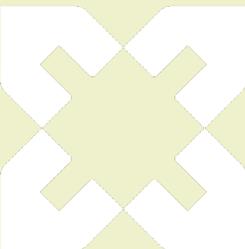
Corrina McGregor

Te Kamaka Māori Network Chair



Tūtawa mai i runga
Tūtawa mai i raro
Tūtawa mai i roto
Tūtawa mai i waho
Kia tau ai
Te mauri tū
Te mauri ora
Ki te katoa
Haumi e
Hui e
Tāiki e!

Come forth from above, below, within,
and from the environment.
Vitality and well-being, for all.
Strengthened in unity!



Thank you for attending

Please don't forget to submit your feedback and questions to accessibility@kaingaora.govt.nz and we look forward to seeing you next week.

You may now leave this meeting with the red '**Leave**' button on your zoom.

