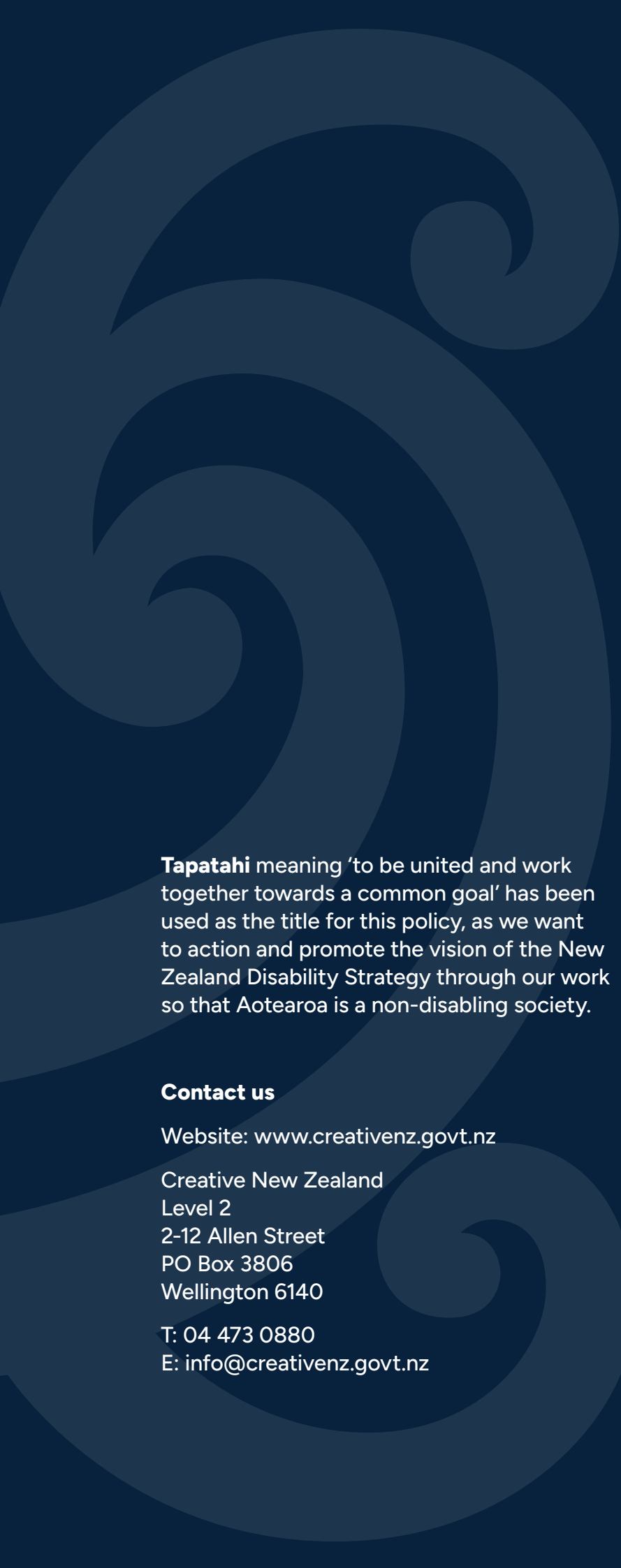


# Tapatahi Accessibility Policy and Action Plan 2023–2028





**Tapatahi** meaning 'to be united and work together towards a common goal' has been used as the title for this policy, as we want to action and promote the vision of the New Zealand Disability Strategy through our work so that Aotearoa is a non-disabling society.

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**Ko au ko koe, ko koe ko au**  
*I am you, you are me*

We action and promote the vision of the New Zealand Disability Strategy so that

**Aotearoa New Zealand is a non-disabling society – a place where disabled people have an equal opportunity to achieve their goals and aspirations, and all of New Zealand works together to make this happen.**



# Section One: Information about the policy | Wāhanga Tuatahi: He pārongo mō te kaupapa here

## What this policy is about

Creative New Zealand's Accessibility Policy will guide our work with and for Deaf and disabled artists and arts practitioners, turi Māori, tāngata whaikaha Māori and disability communities and ensure we are accessible and inclusive of all New Zealanders.

The purpose of the policy is to ensure that:

- our information, services and spaces can be accessed with ease and dignity
- our services and funding are non-discriminatory, fair, equitable, inclusive and safe
- Turi Māori, tāngata whaikaha Māori, Deaf and disabled artists and arts practitioners are visible, acknowledged, valued and respected on an equal basis with others
- the benefits of the arts and ngā toi Māori that we support are accessible to and inclusive of all New Zealanders.

In 2013, a total of 1.1 million New Zealanders (24 percent) identified as Deaf or disabled (read the Disability Survey on Stats [www.stats.govt.nz/information-releases/disability-survey-2013](http://www.stats.govt.nz/information-releases/disability-survey-2013))

For more information on this policy you can contact us via:

- our website [www.creativenz.govt.nz](http://www.creativenz.govt.nz) or
- by email [info@creativenz.govt.nz](mailto:info@creativenz.govt.nz) or
- by phone 0800 CREATIVE (273 284) - If you are Deaf, hard of hearing, deafblind, speech impaired or find it hard to talk, you can use the New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz)

## How this policy has been developed

This policy is guided by the principles and rights reflected in:

- Te Tiriti o Waitangi
- the New Zealand Disability Strategy
- the United Nations Convention on the Rights of Persons with Disabilities and
- the Arts Council of New Zealand Toi Aotearoa Act 2014.

The policy has been developed by Creative New Zealand working alongside turi Māori, tāngata whaikaha Māori, Deaf and disabled arts and disability rights leaders in the **Creative New Zealand Deaf and disabled-led Manga Tipua Accessibility Reference Group**. Creative New Zealand has also consulted with Deaf and disabled artists and a range of disability arts, rights, and advocacy organisations.

## An explanation on the words and language we have used

### Disability

We use terms and language included in the New Zealand Disability Strategy and the United Nations Convention on the Rights of Persons with Disabilities. Article 1 of the Convention defines **disability** as:

**any long-term physical, mental, intellectual or sensory impairment which, in interaction with various barriers, may hinder the full and effective participation of disabled people in society on an equal basis with others.**

When we talk about **disability** in this policy, we include mental health experiences, neurodiversity, and physical, mental, intellectual, and sensory impairments that people may experience or identify with.

### Disabled people, tāngata whaikaha and tāngata whaikaha Māori

In line with the New Zealand Disability Strategy and the **social model**, we use the term **disabled people** to mean people who have been disabled by society's physical and social barriers. This includes people who may experience disability but do not identify as being disabled, or with any other disability identity such as Deaf, tāngata turi or tāngata whaikaha Māori.

We use the term **tāngata whaikaha** as another way to refer to people who identify as disabled.

We use the term **tāngata whaikaha Māori** to refer to people who identify both as disabled and whakapapa Māori.

## **Deaf, deaf, hard-of-hearing, tāngata turi and turi Māori**

We have used **Deaf** (with a capital D) in this policy, to refer to Deaf people, culture and communities who use New Zealand Sign Language (NZSL) as their first or preferred language. This meaning matches the definition of 'Deaf community' in the New Zealand Sign Language Act 2006.

We have used **deaf** (with a lower-case d) to acknowledge people who are deaf or hard-of-hearing who do not identify culturally as Deaf but may experience disability due to hearing loss. Sometimes we use the term D/deaf to include people in both groups.

We use the term **tāngata turi** as another way to refer to D/deaf people.

We use the terms **turi Māori** or **tāngata turi Māori** to refer to people who identify both as D/deaf and whakapapa Māori.

We recognise the diversity of turi Māori, tāngata whaikaha Māori, D/deaf, hard-of-hearing and disabled people and that language is very important.

We use the words and language preferences that people use to describe themselves and their communities. Language evolves, and we will update the policy as required.

There is a **Glossary** of terms we have used in the policy at the end of this document.

## **When the policy will be reviewed**

We will monitor and report on how well we are implementing the policy and progressing the action plan.

We will work with turi Māori, tāngata whaikaha Māori, Deaf and disabled artists every three years to review the Policy and Action Plan, to ensure it is delivering effectively and continues to meet the needs and aspirations of Deaf and disabled communities.





Image: Equal Voices Arts - Deaf and hearing international theatre company.  
*Where our Shadows Meet* 2022.  
Photographer: Michael Smith.



# Section Two: The Policy Principles | Wāhanga Tuarua: Ngā mātāpono o te kaupapa here

Four principles express Creative New Zealand’s commitments to working accessibly and will guide the way we go about our mahi (work) and make decisions:

- **Mana Tautika** – Equity
- **Te Mana Whaikaha Hei Kaihautū** – Leadership by Deaf and disabled people
- **Iti Kahurangi** – Value
- **Ngākau Pono** – Integrity

## **Principle 1. Mana Tautika – Equity**

**We remove barriers so that Deaf and disabled people, turi Māori and tāngata whaikaha Māori have equitable opportunities to access, participate and engage in the arts and ngā toi.**

- a. Our services, information and workplaces are fair, equitable, inclusive, safe and can be accessed with ease and dignity for the benefit of Deaf and disabled people and Aotearoa whānui (all New Zealanders).
- b. We action and promote the New Zealand Disability Strategy vision of Aotearoa New Zealand being a non-disabling society, so that Deaf and disabled people have equitable opportunities to achieve their goals and aspirations.
- c. We remove barriers and act against discrimination. Artists and creatives are at the centre of our decision-making and actions.

## **Principle 2. Te Mana Whaikaha Hei Kaihautū – Leadership by Deaf and disabled people**

**We actively involve turi Māori, tāngata whaikaha Māori, Deaf and disabled artists in decisions that will impact them and promote their artistic contributions to Aotearoa New Zealand.**

- a. We create opportunities for Deaf and disabled leadership, by including turi Māori, tāngata whaikaha Māori, Deaf and disabled artists, arts practitioners and leaders in our work, staff, and governance.
- b. Deaf and disabled people, turi Māori and tāngata whaikaha Māori are consulted and involved in decisions about Creative New Zealand’s work that will impact them. We support Deaf and disabled artists to have rangatiratanga – authority and determination of their own futures.

## **Principle 3. Iti Kahurangi – Value**

**We value the lived experience and diverse cultures and identities of turi Māori, tāngata whaikaha Māori, Deaf and disabled people.**

- c. We value the lived experience of turi Māori, tāngata whaikaha Māori, Deaf and disabled artists and arts practitioners, and the perspectives, expertise, and innovation that comes with lived experience.
- d. We celebrate the diversity of cultures and identities within Deaf and disabled communities. We support people having choice and control over how they wish to identify and express themselves and their whole identity including (but not limited to) their disability, ethnicity, gender identity and expression, sexual orientation, and beliefs.
- e. We treat all people with respect and manaaki.

## **Principle 4. Ngākau Pono – Integrity**

**We build accessibility into the way we work as an organisation.  
We meet our responsibilities and have the right skills and attitudes.**

- a. We use universal and inclusive design to ensure accessibility is built into the way we work so that our services, information, systems, and processes are fair, and easy to understand and use.
- b. We commit to challenging ableist beliefs and actions. We practice cultural safety to reduce bias and support equity in the work force.
- c. We are open and responsive to feedback and continue to adapt and change to be accessible.
- d. We ensure decision-making is informed by robust data and evidence that includes the knowledge and perspectives of turi Māori, tāngata whaikaha Māori, Deaf and disabled artists and people. We ensure that our research and data is accessible.
- e. We provide ongoing training and professional development for staff to ensure we have the right skills and tools to work and communicate accessibly. We use training providers that are Deaf and disabled-led or recommended by Deaf and disabled communities to ensure we are building our capability appropriately.
- f. We regularly review and update the services and information we provide, working with Deaf and disabled people to check we are meeting our responsibilities under key legislation and guiding documents such as:
  - Arts Council of New Zealand Toi Aotearoa Act 2014
  - Te Tiriti o Waitangi
  - the New Zealand Disability Strategy 2016–2026
  - the United Nations Convention on the Rights of Persons with Disabilities
  - the United Nations Declaration on the Rights of Indigenous Peoples
  - Bill of Rights Act 1990
  - Human Rights Act 1993

- New Zealand Sign Language Act 2006
- Plain Language Act 2022
- Our Statement of Intent and other key strategies and policies, including our Investment Strategy, Te Hā o ngā Toi—Māori Arts Strategy, Pacific Arts Strategy and Advocacy Strategy, and our Diversity in the Arts Policy and Remuneration Policy for Artists and Arts Practitioners.

### Mana Tautika – Equity

**Our services,  
information and  
workplaces are fair,  
equitable, inclusive,  
safe and can be  
accessed with ease  
and dignity for the  
benefit of Deaf and  
disabled people and  
Aotearoa whānui.**





Image: Touch Compass workshop.  
Suzanne Cowan's Tentacular  
performers and collaborators 2023.  
Photography: Touch Compass.

# Section Three: The Action Plan 2023–2028 | Wāhanga Tuatoru: Te Mahere Mahi 2023–2028

The Accessibility Policy will be put into action through the Action Plan.

The Action Plan includes programmes of work underway or being planned, that respond to key issues identified by Deaf and disabled people, turi Māori and tāngata whaikaha Māori. It is a starting point for how we will work accessibly, and we will learn as we go.

Some actions will be delivered within the next year. Other more complex actions, such as the upgrade of our digital systems, will take longer with changes being delivered over the next five years.

We expect that many of the work programmes in the Action Plan will continue beyond 2028 as we continue to review and improve the accessibility of our organisation.

The programmes of work will be implemented by staff and teams across Creative New Zealand, within our baseline budgets working in partnership with Deaf and disabled people and key disability organisations.

We commit to accessibility being built in and prioritised in our work. Some work programmes may require new resources to do this. Where this is the case, we will develop proposals to seek additional resources.

There are seven high-level actions and 23 sub-actions that we will progress to deliver on the policy principles:

- **Actions 1, 2 and 3** align with Principle 1: Mana Tautika – Equity
- **Actions 4 and 5** align with both Principle 2: Te Mana Whaikaha Hei Kaihautū – Leadership by Deaf and disabled people and Principle 3: Iti Kahurangi – Value
- **Actions 6 and 7** align with Principle 4: Ngākau Pono.



# Actions aligning with Principle 1

## Mana Tautika – Equity

### ACTION

# 01.

### **Deaf and disabled artists and arts practitioners, turi Māori and tāngata whaikaha Māori can access the assistance they need**

- a. Our budgets will include costs that go towards reasonable accommodation to ensure access needs are met, so that our information, services, funding, places, policies, programmes, research, events, and initiatives are accessible for Deaf and disabled artists and practitioners.
- b. Deaf and disabled artists, practitioners, and collaboratives can receive access costs (e.g. for New Zealand Sign Language interpretation, alternate formats and support people) for funded initiatives to:
  - research and develop artworks
  - present artworks and engage with communities.

### ACTION

# 02.

### **Our systems, processes, and places can be accessed safely with ease and dignity**

- a. **Digital services:** Our website, portal and client management systems are accessible for Deaf and disabled people including staff and the public using assistive technologies (e.g. screen readers) and meet web accessibility standards.
- b. **Funding processes:** Our funding and grants management processes, including funding advice, application, assessment, contracting, notifying, and reporting processes are accessible and inclusive. We provide appropriate assistance for tāngata turi, tāngata whaikaha, Deaf and disabled artists and practitioners as required.
- c. **Workspaces and venues:** Workspaces and venues used by Creative New Zealand for events are accessible, safe, inclusive, and respectful.



Image: Sarah Holten, Te Tuhi Studio 2021.  
Recipient of the Creative New Zealand Te Waka Toi Award - Te Tohu Iho Pūmanawa 2023.  
Photographer: Michaela Callaway.

**ACTION**

**03.**

**Deaf and disabled people, turi Māori and tāngata whaikaha Māori can communicate and receive information in the formats and languages that are right for them**

- a. Creative New Zealand information about who we are, the funding and services we offer, and key information such as our strategies, policies and research are provided in plain language. We work with providers to develop alternate formats as required.
- b. Creative New Zealand's internal and external communications are accessible and inclusive, with online and in-person options to communicate with Creative New Zealand staff.



## Actions aligning with Principles 2 & 3

Te Mana Whaikaha Hei Kaihautū – Leadership by Deaf and disabled people & Iti Kahurangi – Value

### ACTION

# 04.

**Turi Māori, tāngata whaikaha Māori, Deaf and disabled artists and arts practitioners see themselves reflected in Creative New Zealand because we are inclusive, have access to specialist Deaf and disability knowledge, and are representative in our staff and leadership**

- a. **Arts governance:** We recommend to the Minister for Arts, Culture and Heritage the appointment of turi Māori, tāngata whaikaha Māori, and Deaf and disabled arts leaders to the Arts Council.
- b. **Manga Tipua Deaf and disabled-led Accessibility Advisory Group:** We continue to work with Manga Tipua, Creative New Zealand’s Deaf and disabled-led Accessibility Reference Group as an advisory group to support Creative New Zealand’s broader work and provide Deaf and disabled leadership and governance development opportunities.
- c. **Deaf and disabled focused roles and opportunities within Creative New Zealand:** We work with Deaf and disabled people, turi Māori and tāngata whaikaha Māori to lead accessibility policy implementation within Creative New Zealand. All Creative New Zealand staff work together to ensure our information, services and opportunities are accessible.
- d. **Recruitment and induction:** Our recruitment and induction processes are accessible. We provide inclusive employment opportunities that support the development of turi Māori, tāngata whaikaha Māori, Deaf and disabled professionals joining Creative New Zealand.

# **We celebrate the diversity of cultures and identities within Deaf and disabled communities.**

**ACTION**

## **05.**

**We work in partnership to increase opportunities with and for turi Māori, tāngata whaikaha, Deaf and disabled artists and practitioners**

- a. Turi Māori, tāngata whaikaha Māori, Deaf and disabled staff, assessors and artists are included in the design, development, and implementation of our systems, processes, places, policies, and programmes to ensure they will be accessible and inclusive.
- b. We provide artistic practice and professional development support for Deaf and disabled artists. We include turi Māori, tāngata whaikaha Māori and Deaf and disabled arts leaders in our leadership development programmes.
- c. We build relationships and partnerships with government and non-government organisations to achieve equitable outcomes for turi Māori, tāngata whaikaha Māori, Deaf and disabled artists and arts practitioners and create more arts practice and professional development opportunities.

# Actions aligning with Principle 4

## Ngākau Pono – Integrity

### ACTION

# 06.

### We are accountable to the communities we serve

- a. **Legal and regulatory requirements:** We meet all legal and regulatory requirements and work to ensure we have the culture, competencies, and practices to meet our obligations and aspirations under Te Tiriti o Waitangi, as well as deliver on the principles and rights included in the UN Convention on the Rights of Persons with Disabilities.
- b. **Data and Research:** We ensure the way we commission, undertake research, collect data, and report on findings is representative, equitable, inclusive, and accessible for Deaf and disabled artists, practitioners and turi Māori, tāngata whaikaha Māori, Deaf and disabled communities and all New Zealanders.
- c. **Procurement of services:** We set out clear expectations for accessibility in our procurement processes when working with third party vendors. We aim to procure from companies that employ disabled people and have their own accessibility policies as part of this process.
- d. **Feedback:** We create clear and accessible channels for people to provide feedback and we respond positively and proactively to instances of inaccessibility.
- e. **Monitoring accessibility considerations:** We build accessibility considerations into all evaluation and monitoring processes in Creative New Zealand.



- f. **Accessibility Charter:** We sign up to the Accessibility Charter to commit to making our online content and digital systems accessible for disabled people, so all New Zealanders have access to our information and services.
- g. **We evaluate the effectiveness of the Accessibility Policy:** We monitor, review, and update the Accessibility Policy with tāngata turi, tāngata whaikaha, Deaf and disabled artists, practitioners and leaders every three years to ensure it is delivering effectively and continues to meet the needs and aspirations of Deaf and disabled people.

## ACTION

# 07.

### **We have the right skills, attitudes, and culture to ensure our services are accessible**

- a. We build staff capacity and capability through regular and ongoing training, internal guidance, and standards to ensure our services are accessible and inclusive. This includes (but is not limited to) training in plain language, ableism prevention, Deaf and disability responsiveness, NZ Sign Language, alternate formats, use of alt-text, Te Ao Māori and Te Tiriti o Waitangi. We use training providers that are tāngata turi, tāngata whaikaha and Deaf and disabled-led or recommended by the Deaf and disabled community to ensure we are getting the appropriate training.
- b. We embed accessibility within Te Kaupapa o Toi Aotearoa (Creative New Zealand's organisational culture programme) so it is part of our tikanga and the way we do things, to ensure all New Zealanders can access and benefit from our services.





Image: Henrietta Bollinger  
*Articulations* book launch 2023.  
Recipient of the Arts Access Aotearoa  
Whakahoā Kaitoi Whanaketanga  
Creative New Zealand Artist Fellowship 2023.  
Photographer: Sarah Booher.



# Glossary

## Kuputaka

A glossary of terms used in this policy is provided below:

**Ableism** is discrimination against disabled people based on disability, similar in concept to racism and sexism.

**Accessibility** is the ability for all people regardless of disability or impairment to be able to independently, with dignity, and without restriction or barrier:

- use a service or product
- participate in society
- access our built environments and communities.

**Accessibility Charter** is a Ministry of Social Development initiative for all of government to meet their obligations under the UN Convention on the Rights of Persons with Disabilities.

**Alternate formats** means the communications formats that enable Deaf and disabled people, tūri Māori and tāngata whaikaha Māori to have access to the same information that is offered to the rest of the community. Alternate formats include Easy Read, Braille, audio, large print and New Zealand Sign Language video.

**Barrier** is something that makes it difficult or impossible for people to do something.

**Cultural safety** is a practice of ensuring respect for cultural and social differences through self-reflection and recognition of the attitudes, beliefs and social, historical, political and economic circumstances that create power relationships and inequalities.

**Deaf** refers to Deaf people, culture and communities who use New Zealand Language (NZSL) as their first or preferred language. This meaning matches the definition of 'Deaf community' in the New Zealand Sign Language Act 2006.

**deaf** acknowledges people who are deaf or hard-of-hearing who do not identify culturally as Deaf but may experience disability due to hearing loss.

**D/deaf** refers to both Deaf people and deaf people.

**Disability** is something that happens when people with impairments face barriers in society that limit their movements, senses, activities, or aspirations. The social model recognises that some barriers are attitudinal. The social model of disability specifies that individuals do not have disability - it lies in society.

**Disabled people** are people who have long-term physical, mental, intellectual or sensory impairments which, in interaction with various barriers, may hinder their full and effective participation in society on an equal basis with others. This is the understanding of disability under Article 1 of the United Nations Convention on the Rights of Persons with Disabilities. Being Deaf and disabled can also be a key part of someone's identity and a political position.

**Enabling** is to provide with the ability or means to do something.

**Equality** means that everyone gets the same opportunities.

**Equal opportunities** is used in the New Zealand Disability Strategy to express the idea that the disabled community should be able to participate in society on an equal basis with all other New Zealanders.

**Equity/equitable** is recognising that we do not all start from the same place and making the adjustments required to ensure everyone has access to the same opportunities and outcomes.

**Ethnicity** is belonging to a population group or subgroup made up of people who share a common cultural background or descent.

**Gender identity** is a person's sense of their gender or sense of self as male, female, masculine, feminine, non-binary, or intersex. This can be the same or different to one's physical sex.

**Gender expression** is the way in which a person expresses their gender identity, through their appearance, dress, and behaviour.

**Impairment** can be intellectual, psychiatric, physical, neurological, or sensory, and be temporary, intermittent or ongoing. People may acquire an impairment through an accident or illness, and/or a person may be born with an impairment. Multiple impairments are common, especially with increasing age.

**Non-discriminatory** is not discriminating or not treating somebody or a particular group in society less fairly than others.

**Manaaki** is to support, take care of, give hospitality to protect or look out for, show respect, generosity, and care for others.

**Non-disabling** is about removing the barriers in society that disable people.

**Reasonable accommodation** is a term that is defined in Article 2 of the UN Convention on the Rights of Persons with Disabilities. It means making necessary and appropriate modifications and adjustments to a particular situation (so long as it is not a disproportionate burden), to ensure persons with disabilities can enjoy or exercise their human rights and fundamental freedoms on an equal basis with other people. For example, this might include providing additional support people, information in alternate formats, or adjusting physical spaces so that things are accessible.

**Sexual orientation** is a person's identity in relation to the gender or genders of people to which they are attracted.

**Tāngata Turi** means D/deaf people; **turi** means to be deaf or deafness.

**Turi Māori** or **Tāngata Turi Māori** means Māori D/deaf people.

**Tāngata Whaikaha** means disabled people; **whaikaha** means to have strength, be strong enough. It is used to mean disabled within the Māori disabled community.

**Tāngata Whaikaha Māori** means Māori disabled people.

**Te Kaupapa o Toi Aotearoa** is Creative New Zealand's internal organisational culture programme which aims to make sure we have the culture, competencies and practices to meet our aspirations under Te Tiriti o Waitangi, work well in te ao Māori and with artists, arts practitioners and communities we serve across Aotearoa.

**Universal design** is about designing products and services that can be accessed, understood and used by everyone without needing to be adapted. Originally used by architects and applied to buildings, streets, and outdoor spaces, it is sometimes called 'inclusive design' and often used in the design of technology. Universal design principles include equitable use, flexibility in use, simple and intuitive use, perceptible information, tolerance for error, low physical effort, size and space for approach and use.


**Terms included in the glossary are from the New Zealand Disability Strategy, Arts Access Aotearoa Ngā toi mō te katoa—Arts for all Guide, Oxford Dictionary and Te Aka Māori Dictionary.**





Image: Fonoti Pati Umaga.  
Inaugural recipient of the Creative New Zealand Pacific Toa Award 2019.  
Photographer: Pati Solomon Tyrell.



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