**The Accessibility Fund**

**Accessibility Self-Assessment – Accessible Version**

## Purpose of the self-assessment

MSD has designed this self-assessment tool for all MSD-funded family and sexual violence (FV/SV) providers seeking to enhance their accessibility.

We’ve designed this self-assessment tool to help identify:

* the physical accessibility of the property
* the digital accessibility of the service, including information and resources
* the accessibility of information provided to clients
* how inclusion, training, and communication impact accessibility.

Completing and submitting the self-assessment online is a pre-condition for all providers applying for FV/SV Accessibility Grant funding, and/or Disability Awareness Training.

Please note, the self-assessment will not be used to determine whether the provider’s funding application is successful. Rather, the self-assessment is a tool to assist providers identify their accessibility needs, and for data collection purposes.

**NB: This is an accessible Word version of the self-assessment, not the official self-assessment which can be accessed online. The provider must complete and submit the online self-assessment to be eligible for grant funding and/or training.**

## The Evaluation Report

We are also offering the chance for a limited number of eligible providers to receive an accessibility evaluation report. An Accessibility Specialist will review the provider’s completed self-assessment, and provide feedback and recommendations to improve accessibility.

Please select yes or no to the following questions:

**Would the organisation be interested in receiving an evaluation report from an Accessibility Specialist?** Yes/No

**Would the organisation be willing to complete a virtual guided tour of its property?** Yes/No

**Would the organisation be willing to send us photographs of the property e.g., the toilet and reception?** (This will help Accessibility Specialists identify potential accessibility enhancements). Yes/No

## Other things to note about the self-assessment:

More information about how to complete the self-assessment is available in the ‘Guide to the Accessibility Self-Assessment’.

There are some technical terms used throughout the self-assessment. There are definitions for the words in **bold** in the ‘Accessibility Self-Assessment Glossary’, and further information in the ‘Accessibility Self-Assessment FAQs’. These documents can be downloaded from the MSD [Accessibility Fund webpage](https://www.msd.govt.nz/about-msd-and-our-work/work-programmes/initiatives/family-and-sexual-violence/accessible-family-and-sexual-violence-services-for-disabled-people-fund-the-accessibility-fund.html).

Many of the technical details featured in this self-assessment are based on the New Zealand Standard [NZS 4121:2001](https://www.building.govt.nz/building-code-compliance/d-access/d1-access-routes/public-accommodation-access/access-standard-nzs-41212001), and the advice of Accessibility Specialists.

## The Accessibility Self-Assessment

## Section 1: General questions

1. What is the name of the organisation and its MSD provider number?
2. Please provide a contact email address.
3. Does the organisation have a property where the service(s) delivered are located?
	* **Yes (If the organisation has more than one property, please choose the property most regularly accessed by its client base to answer the questions in this self-assessment)**
		+ What is the property used for?
			- 1. Refuge/safe house
				2. Office
				3. Other (please specify):
		+ Is the property:
			- 1. Residential
				2. Commercial
	* **No**
4. Does the organisation own or lease the property?
	* Owned
	* Leased
5. Where is the property located?
	* City/town
	* Rural

## Section 2: Physical Accessibility

### Part 1: Parking and building access

1. Are there any **accessible parking** spaces at the property, marked with the [International Symbol of Access](https://cdn.abcs.co.nz/resources/Building%20Code%20Compliance%20Documents/2014/F%20Clauses/Guidance/the-international-symbol-of-access.pdf) (ISA)?
	* **Yes**
		+ How many accessible parking spaces are there?
			- 1
			- 2
			- 3
			- 4
			- 5
			- 6+
		+ Does the parking have appropriate signage (surface paint/pole signage)
			- **Yes**
			- **No**
		+ Is the surface of the parking area level and compacted?
			- **Yes**
			- **No**
	* **No**
2. Is there a dedicated accessible pick-up/drop-off zone, marked with the [International Symbol of Access](https://cdn.abcs.co.nz/resources/Building%20Code%20Compliance%20Documents/2014/F%20Clauses/Guidance/the-international-symbol-of-access.pdf)?
	* **Yes**
	* **No**
3. Is there a 1200mm wide step-free route from the parking area to the entrance?
	* **Yes**
	* **No**
		+ If not, is there an alternative step-free route (e.g., through a door at the back of the property)?
			- **Yes**
			- **No**
4. Is there way-finding signage with the [International Symbol of Access](https://cdn.abcs.co.nz/resources/Building%20Code%20Compliance%20Documents/2014/F%20Clauses/Guidance/the-international-symbol-of-access.pdf) positioned so it is easily seen and clearly marks the route to the building?
	* **Yes**
	* **No**
5. Is the access route from the parking to the front entrance well-lit?
	* **Yes**
	* **No**
6. Does the property have steps/stairs leading to the front entrance?
	* **Yes**
		+ Does it have any of the following:
			- A handrail
				* On one side
				* On both sides
				* Graspable
			- Slip-resistant surfacing on the steps
			- A ramp
				* Does the ramp have a slip-resistant surface?

Yes

No

* + - * + Is the ramp wide enough to allow **wheelchair turning space**?

Yes

No

* + - * + Is the ramp:

Fixed

Portable

* + - * + Does the ramp have fixed handrails?

Yes

No

* + - * + What is the width of the ramp? \_\_\_\_\_\_
				+ What is the length of the ramp? \_\_\_\_\_\_\_
			* A working platform lift
			* A working lift/elevator
			* Another **accessible entrance**
			* None of the above
	+ **No**

### Part 2: Doors and door handles

1. Does the property have an accessible entry door, which is at least 760mm wide when fully opened?
	* **Yes**
	* **No**
2. Does the main entry door have ISA signage which is visible from the entry into the property?
	* **Yes**
	* **No**
3. Do all essential internal doors accessed by the public (i.e. entrance, bathroom/toilet, bedrooms, kitchen, emergency exit) have **lever handles**?
	* **Yes**
	* **No**
4. Are all door handles between 900mm and 1200mm from the floor?
	* **Yes**
	* **No**
5. Can all internal doors be opened easily, with no more than 5lbs/2.3kg maximum force?
	* **Yes**
	* **No**

### Part 4: Accessible common areas

1. Does the property have any of the following:
	* A reception with an accessible bench top no higher than 775mm?
	* A reachable button to call for help at the reception
	* A sign-in book/digital sign-in
		+ Is it positioned to be read from wheelchair height?
			- Yes
			- No
	* **Accessible signage**
	* None of the above
2. Does the property have an **internal accessible route** from the main access entry door to the public spaces (e.g., the reception/toilet)?
	* Yes
	* No
3. Does the property have a kitchen?
	* **Yes**
		+ Is it on the **access route**?
			- Yes
			- No
		+ Is there an area in the kitchen for food preparation where the surface is no more than 775mm from the floor?
			- Yes
			- No
		+ Is there a pull-out shelf beneath the counter?
			- Yes
			- No
		+ Are any of the kitchen surfaces open underneath them and have a clear floor space at least 1200mm by 1200mm in front?
			- Yes
			- No
		+ Is at least 50% of the refrigerator within reach for a wheelchair user with 1200mm by 1200mm of clear floor space in front?
			- Yes
			- No
		+ Is at least 50% of the cabinet shelf space within reach for a wheelchair user with 1200mm by 1200mm of clear floor space in front?
			- Yes
			- No
	* **No**
4. Does the property have bedrooms?
	* **Yes**
		+ Do they all have **manoeuvring space** and a minimum of 900mm width on at least 1 side of the bed?
			- Yes
			- No
	* **No**
5. Are all corridors, foyers, and passages at least 900mm wide when measured from the skirting board?
	* **Yes**
	* **No**
6. Does the property have internal stairs?
	* **Yes**
		+ Do they have a working stair lift with ISA signage?
			- Yes
			- No
		+ Do the internal stairs have a **continuous handrail**?
			- Yes
			- No
		+ Is the **continuous handrail** on:
			- 1 side
			- Both sides
	* **No**
7. Please select which common areas have space allocated for wheelchair seating with a minimum dimension of 1200mm by 1200mm?
	* Kitchen
	* Lounge
	* Dining area
	* Waiting room
	* Other communal space
	* None of the above
8. Can the organisation accommodate people who can’t use standard seating (e.g., providing wider seats/arm rests/different seat heights)?
	* **Yes**
	* **No**

### Part 5: Bathrooms/Toilets

1. Does the property have an **accessible toilet**?
	* **Yes**
		+ Is it on the **access route**?
			- Yes
			- No
		+ Please select which of the following the property’s accessible toilet has:
			- internal dimensions of 1900mm by 1600mm
			- a 360 degree (1500mm) internal turning circle
			- an 760mm wide outward-opening door with a **grab rail** on the inside of the door, or a sliding door with a minimum opening width of 760mm
			- a sink/basin where the centre line of the basin is at least 400mm from the wall, and the upper height of the basin is a maximum of 800-850mm above the floor
			- a sink/basin which is reachable from the toilet pan
			- all taps with **lever handles**
			- a fixed **grab rail** beside the toilet
			- **slip resistant flooring**
	* **No**
2. Does the property have a wet area bathroom?
	* **Yes**
		+ Please select which fixtures the wet area bathroom has:
			- **slip resistant flooring**
			- all taps with lever handles
			- a fixed grab rail for support
			- a shower seat
				* fixed to the wall
				* freestanding
			- a clear space that allows for a 1500mm **turning circle**
			- a **level threshold** shower
			- an alert alarm which is reachable from the floor
			- a weighted shower curtain
			- reachable coat hooks
			- a reachable shelf
			- a moisture extractor fan
	* **No**

## Section 3: Digital and information-based accessibility

### Part 6: Digital accessibility

1. Does the organisation have a website?
	* **Yes (please provide a link)**
		+ Is it **accessible?** (to be accessible, it must meet the New Zealand Government Web Standards)
			- **Yes**
			- **No**
		+ Does it have a page dedicated to the property’s accessibility?
			- **Yes**
				* Which of the following does the web page have:

a site map layout with the International Symbol of Access to indicate the access route

photos of the entry and toilet/bathroom

photos of parking

an access statement

* + - * **No**
			* **The organisation does not have a property**
	+ **No**
1. Does the organisation have one or more social media channels e.g., Instagram/Facebook/X (Twitter)?
	* **Yes (please provide links)**
		+ Are all posts **accessible**?
	* **No**

### Part 7: Information-based accessibility

1. Please select which of the following **alternate formats** the organisation uses to provide information to clients:
	* Braille
	* Easy read
	* NZSL
	* Audio description
	* Large print
	* Audio
	* None of the above
2. Does the organisation use an **accessibility checker** to make sure all content and information is accessible to both clients and staff? (This includes Word and Excel documents, OneNote, emails etc.).
	* **Yes**
		+ **Please provide an example, if possible.**
	* **No**
3. Which of the following does the organisation comply with when creating information to make sure the content and writing is accessible? (This could include websites, social media, pamphlets, posters, forms, handbooks, guidelines, PPTs, advertising, or any other documents shared both within the organisation and with clients).
	* **Text and fonts** (using Helvetica, Courier, or Verdana/12 points or more font size/avoiding bold and italic/short paragraphs/)
	* **Formatting** (short paragraphs/space between paragraphs/1.15 line spacing/left text alignment/using indentations/using bullets and numbers to break up text)
	* **Images** (high contrast/can be enlarged by 200% with no pixelation/using Alt Text)
	* **Colour** (high contrast/low-intensity shades/2-3 shades only/avoiding bright yellow)
	* **Headings** (using pre-formatted headings and titles)
	* **Easy read** (short sentences – 10 words or less/one idea per sentence/avoid metaphors)
	* **None of the above**

## Section 4: Other forms of accessibility

### Part 8: Inclusion

1. Neurodiversity – Does the organisation have alternative ways of working to accommodate the needs of neurodivergent employees?
	* **Yes**
		+ Please select which of the following this includes:
			- Flexible working hours
			- Hybrid or remote working
			- Using **alternate formats**
			- Providing quiet spaces
			- Providing a wellness room (these can include a bed, pillow, blanket, kitchen etc.)
			- Providing fidget toys
			- Other: Please specify \_\_\_\_\_\_\_\_
	* **No**
2. Neurodiversity – Does the organisation consider its sensory environment (light/sound/touch/taste/smell) and its impact on neurodivergent people?
	* **Yes**
		+ Please select which of the following the organisation does to consider its sensory environment:
			- Uses soft, muted, pastel, and neutral wall colours
			- Provides a quiet space
			- Plays soothing background music
			- Provides fidget toys
			- Has dimmer switches
			- Avoids using fluorescent lighting
			- Other: Please specify \_\_\_\_\_\_\_\_
	* **No**
3. Employment – Does the organisation have policies and outreach strategies for recruiting disabled employees, board and committee members, and volunteers?
	* **Yes**
		+ **Please provide an example, if possible.**
	* **No**

### Part 9: Policy

1. Does the organisation have an accessibility policy and/or action plan?
	* **Yes**
		+ Please attach a copy of the organisation’s policy and/or action plan
	* **No**

### Part 10: Training

1. Does the organisation ever provide training to staff and volunteers about accessibility?
	* **Yes**
		+ When was the last training course provided?
		+ Please describe the training e.g., the provider (in-house or external), number of staff that attended, course content, usefulness etc.
	* **No**
2. Does the organisation provide training to staff and volunteers about how to support disabled clients?
	* **Yes**
		+ When was the last training course provided?
		+ Please describe the training e.g., the provider (in-house or external), number of staff that attended, course content, usefulness etc.
		+ Please select whether the training included specific information about working with:
			- tāngata whaikaha Māori
			- Pasifika
			- Other ethnic communities
			- Former refugees
			- None of the above
	* **No**
		+ Does the organisation want staff training for accessibility and disability awareness?
			- **Yes**
			- **No**

### Part 11: Communication

1. Does the organisation offer interpreting services to clients who are Deaf or hard of hearing?
	* **Yes**
		+ Is the service funded or a cost to the client?
			- Funded
			- Cost to client
		+ How often can the organisation access interpreters for clients when needed?
			- Always
			- Often
			- Sometimes
			- Rarely
			- Never
		+ Has the organisation had any of the following issues when trying to access interpreters?
			- No available interpreters
			- Wait time too long
			- Not enough funding to access interpreters
			- Other – please specify
	* **No**
2. Does the organisation offer interpreters to clients whose first language is not English?
	* **Yes**
		+ Is the service funded or a cost to the client?
			- Funded
			- Cost to client
		+ How often can the organisation access interpreters for clients when needed?
			- Always
			- Often
			- Sometimes
			- Rarely
			- Never
		+ Has the organisation had any of the following issues when trying to access interpreters?
			- No available interpreters
			- Wait time too long
			- Not enough funding to access interpreters
			- Other – please specify
	* **No**
3. Does the organisation provide training for staff on using the **New Zealand Relay Service**?
	* **Yes**
	* **No**
4. If the organisation has a property, does it have visual alerts in case of emergency evacuations (so a Deaf person would know if an alarm went off)?
	* **Yes**
		+ What visual alerts are there?
		+ Where are they located?
	* **No**
	* **The organisation does not have a property**
5. Does the organisation provide other communication support?
	* **Yes**
		+ Please describe what support is provided.
	* **No**

### Part 12: Further information

1. Are there any other accessibility challenges the organisation has experienced?
2. Has the organisation ever had any physical and/or digital and/or information-based modifications to enhance accessibility?
	* **Yes**
		+ Please describe what physical and/or digital and/or information-based modifications the organisation has had, when they occurred, and how useful/successful they have been?
	* **No**
		+ What has stopped enhancements being made previously? E.g., cost, lack of resources etc.
3. Are any of the organisation’s staff disabled? If so, how does the organisation meet their needs?