Accessibility Admin Data Questions

What can we do to make health services more accessible for you? *[Additional Information]*

1) Do you need anything to physically access appointments comfortably? – *[Such as step-free access, loan equipment, assistance in reaching the appointment room?]*

    i. If 1 is ticked – What do you need? (Free Text)

2) Do you need information and/or communication to be provided in a specific way? - *[Such as written/large text, plain English, Easy Read, Braille, audio, New Zealand Sign Language, or extra time?]*

    i. If 2 is ticked - What do you need? (Free Text)

3) 3) Do you need staff to treat you in a specific way to feel comfortable or to get your attention? - *[For example, making/not making eye contact, speaking at a quieter/louder volume, not touching equipment and/or touching you on your upper arm to get your attention?]*

    i. If 3 is ticked - What do you need? (Free Text)

4) When engaging with digital resources (such as a website), do you need information to be provided in a specific way? - *[Such as ensuring that digital resources are compatible with a screen reader?]*

    i. If 4 is ticked - What do you need? (Free Text)

5) Do you need anything specific to feel psychologically safe and comfortable? - *[Such as avoiding triggering behaviour or situations and/or provision of a quiet space?]*

    i. If 5 is ticked - What do you need? (Free Text)

6) Do you need anything to help you understand information? - *[Such as a longer appointment time and/or support person]*

    i. If 6 is ticked - Do you require support to make a decision? - *[For example, because of a learning disability, brain injury, dementia and/or other cognitive or physical condition?]*

    ii. If 6 is ticked - What do you need? (Free Text)

7) Do you need anything else to access services fully, safely and comfortably?

    i. If 7 is ticked - What do you need? (Free Text)

Free Text: When a person indicates they have a requirement, a free text box appears to allow them to detail their unique requirements.

Additional Information: Inside a '?' icon, examples are given for each question.

Identity Question:

Are you a Disabled Person?

Early Challenges:

1. Early indications suggest that when accessibility questions are asked, many non-disabled people answer in the affirmative. For example, requiring a specific language or requesting to bring their child to avoid costs.
2. Many disabled people (including deaf people, older disabled people and Tāngata whaikaha Māori) frequently do not identify as disabled.
3. The Health System does not currently ask accessibility questions in a robust way and can fail to supply reasonable accommodations when it does. The reliability of this process would likely impact data quality.