

Summary submission form

Instructions

You may send us your submission...

Please read before completing your submission

It will help us process your submission if you clearly state the issue you want the Council to consider, what specific action you think the Council should take, and why that should be done.

If you wish, you can present your submission at a hearing. (If that is the case, please tick the box). The hearings will be held between Thursday 25 May and Wednesday 7 June 2006. Generally, 10 minutes are allocated for hearing each submission, including time for questions.

It will help us if your submission also refers to the page of either the full version or the summary version.

Please note: we are legally required to make all written or electronic submissions available to Councillors and to the public. This includes the name and address of the submitter. All submissions will be published on the Council's website from 10 May 2006.

No anonymous submissions will be accepted.

By mail

Please mail your submission (no stamp is required) to:

Freepost 178
Our Community Plan
Christchurch City Council
PO Box 237
Christchurch 8003

By email

Please email your submission to:
ccc-plan@ccc.govt.nz
Please make sure that your full name and address is included with your submission.

On the internet

You may enter your submission using the form provided on the Council's web site at:
<http://www.ccc.govt.nz>
Please follow all the instructions on the web site.

Please remember to indicate if you wish to present your submission in person at one of the hearings.

Please ensure your submission arrives no later than Friday 5 May 2006.

Your submission

You may use this form for your submission on the draft Our Community Plan if you wish. Whether you use this form or not, please include your name, address and contact telephone number with your submission.

Tick one ☐ I do NOT wish to present my submission at the hearing, and ask that this written submission be considered OR
☒ I wish to talk to the main points in my written submission at the hearings to be held between Thursday 25 May and Wednesday 7 June 2006 *IF YOU DESIRE*

Are you completing this submission: ☐ For yourself ☐ On behalf of a group or organisation

If you are representing a group or organisation, how many people do you represent? *ALL WHO ARE HEARING IMPAIRED INCLUDING FAMILY & FRIENDS*

My submission refers to: ☐ Full version ☐ Page No. ☒ Summary version ☐ Page No. *VARIOUS*

Do you also want to respond to: ☐ Development Contributions ☐ Aquatic Facilities ☐ Other

Contact Name *R. S. ABBOTT*

Organisation name (if applicable) *HEARING ASSOCIATION*

Contact Address *PO BOX 6460 OR PO BOX 965*
CHRISTCHURCH.

Phone No. (day) *03 3654889* Phone No. (evening) *03 3587116*

Email (if applicable) *abbottbob@xtra.co.nz* (*PREFERRED METHOD*)

Signature *[Signature]* Date *1 MAY 2006*



Hearing Association

New Zealand

Te Kāhui Rongo o Aotearoa

CHRISTCHURCH inc

P O Box 6460

275 Riccarton Rd

CHRISTCHURCH

Telephone 03 341 6705

Fax 03 341 6805

Web www.hearinginfo.co.nz

email christchurch@hearing.org.nz

The Secretary
Our Community Plan
Christchurch City Council
POBox 237
CHRISTCHURCH 8003

1 May 2006

Dear Sir/Madam.

Attached are three pages and a yellow "Counter Card" setting out the Hearing Association's National 12 Point Action Plan. Many of these points relate to worthwhile issues that the Christchurch City Council can address namely.

- 1 Teletext subtitles on any promotions and advertising by the CCC on Television and bus videos
- 2 Insisting in having meeting rooms and public halls looped or providing portable loops.. The CCC should set an example by having looped areas available in their own building. There should be a looped area in the departure lounge of the Christchurch Airport. It is impossible for hearing impaired people to understand the public address announcements. The departure screens are difficult to read.
- 3 Encouraging business to provide dedicated facilities for the hearing impaired.
- 4 Encouraging the need for fax and email addresses in newspapers as many hearing impaired avoid the use of the telephone
- 9 Be proactive in reducing noise levels to avoid early hearing impairment..
- 10 By recognizing that unlike vision impairment an mobility, hearing impairment is invisible and there is a need for public understanding. There is also a need for the hearing impaired to admit to their disability.
- 11 It is good that the bus service now provides visual departure times. However the use of the yellow card, attached, or something similar could be considered.
- 12 It could be a requirement that Rest Homes, Motels, Hotels etc provide people with disabilities an information leaflet relating to disability matters. In addition all such places should have available in at least some rooms TV sets which display sub titles (Teletext).

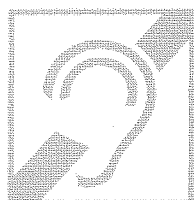
All these matters come under the headings of Safety, Community, Health and Recreation.

The Hearing Association would be more than pleased to assist the Council with these matters

Yours sincerely

Hearing Association Christchurch Inc

Bob Abbott
R S Abbott (President)



Working for the hearing-impaired.

E mahi ana mö te hunga waimaero rongo



12 POINT ACTION PLAN (12PAP)

To Improve Services and Facilities for the Hearing-Impaired

In March 2003, the Hearing Association adopted a 12-point action plan, prepared by Chris Peters, to improve services and facilities for the hearing-impaired, and to raise the profile of the association which is the premier organisation representing people with this disability.

Hearing loss is invisible, and the requirements of people with the disability are often ignored by service providers ranging from government departments to transport companies, accommodation providers, and television companies, right through to the local supermarket.

According to the last census, 223,500 recorded they suffered a hearing disability, including deafness. However, a report by K Anne Greville PhD published in October 2001, records 400,000 New Zealanders suffer hearing loss ranging from mild to complete deafness, with 390,000 suffering hearing loss. Of that figure, 250,000 have a hearing loss that qualifies as a disability. At 10% of the population, hearing loss is one of the largest disability groups in New Zealand.

While there are many issues affecting those with hearing loss, the association has focused on the following 12 points for attention. We regard these issues as our right, rather than as some favour to be granted by the organisation concerned, and will work to achieve all points.



Dick Earle
President

*The Hearing
Association would
be grateful for
Financial Assistance
to further the work
on the 12 point
Action Plan*



Working for the hearing-impaired.
E mahi ana mā te hunga waimaero rongo



1 - Television Subtitles

Subtitled television programmes are available on only the three main public channels – TV One, TV2 and TV3 – funded by public money through NZ On Air.

The Hearing Association is working to have this extended to all television channels, notably Sky TV, and Prime. If necessary, we will seek legislation to ensure this happens. This is especially important for the elderly with limited discretionary income, for whom television is a major source of entertainment.

2 - Audio Loops

Despite legislation requiring that buildings such as theatres and meeting halls have assistive listening systems (primarily audio loops), the bulk of theatres and relevant public buildings do not have them, or where they ARE installed, they often do not work.

The Hearing Association has successfully lobbied the government to have the requirement for these systems feature more prominently in the revised Building Act, and will work to see the law is enforced, especially in existing buildings. Assistive listening systems allow those appropriate hearing aids to receive enhanced sound through their aids. Audio loops are even available for specific areas like a reception desk or bank teller position.

3 - Dedicated Facilities for hearing impaired

Companies and organisations that do business with the public must provide facilities where those with hearing loss can retain their privacy and dignity. The nature of hearing loss means those doing business with them will often have to speak more loudly, but in places like banks and hospital clinics, this can mean others can hear what is being said.

The Hearing Association will work with relevant organisations and with the government to ensure a private room, or an area that provides some privacy is required. This is as much a right for the hearing-impaired, as ramps are for the physically disabled.

4 - Advertising Contact Numbers

Advertising in newspapers, on billboards etc, provides a phone number for people to contact, but by and large do not provide either a fax number or e-mail address. This denies those who can't hear on the telephone, the right to take advantage of what is advertised.

The Hearing Association is working to have contact addresses such as fax numbers or email addresses included in all advertising as a matter of course.

5 - Hearing Aid Funding

Government subsidies for hearing aids have recently doubled – to \$198 each – while the cost of standard aids usually starts at about \$600 and can rise to several thousand dollars. While those in work or education can usually get subsidies, the elderly in particular – those with the most limited incomes and who because of their age are most likely to suffer hearing loss – are not generally eligible for any help. The ability of these people to make the most of their hearing, and to get the most out of life is being compromised. At the same time, Enable New Zealand, the primary source of subsidies for hearing aids and audiology services, is under-funded and at times has to stop providing any funds, to the detriment of the hearing-impaired.

The Hearing Association is working with the government and relevant bodies to ensure subsidies or funding are available, and to ensure Enable New Zealand is adequately funded and remains so.

6 - Audiologist Funding

Audiologists can be described as the “hearing” specialists, but those working in hospital clinics are often over worked, and the fees of those in private practice can be expensive and a barrier to those seeking their services. Hospital audiology clinics are now starting to levy part-charges for their services, creating another barrier to remedy.

The Hearing Association is working with the government and relevant bodies to provide subsidies for audiologist fees in a standard fashion nation-wide.

7 - Medical Insurance

Medical insurance policies generally cover only the cost of audiograms and little else, yet hearing loss is one of the largest disabilities in New Zealand.

The Hearing Association has surveyed medical insurance companies and will work to encourage them to provide policies offering a wider range of service for those who are prepared to pay for them.

8 - ACC Bulk Funding

Bulk funding for hearing loss caused by accident bears no resemblance to hearing's place as the second-most important human sense after eyesight. While the total loss of eyesight warrants a payment of about \$110,000, total loss of hearing merits a payment of about only a third of that. Payments for

partial loss of hearing are equally out of proportion.

The Hearing Association will work to ensure compensation is more adequate and realistic.

9 - Noise Levels

Noise levels in public places – especially clubs and bars – have been described as “toxic”, and English research shows 73% of those attending clubs and bars suffer the symptoms of hearing damage the next day. Yet nothing has been done to curb this danger to the public, especially the younger generation who run the risk of future hearing problems as a result. Those who work in such venues are even more at risk. Noise levels should be treated as the same threat to health as smoking.

The Hearing Association will work to have noise levels measured and analysed, and with regulatory authorities, unions, and other relevant organisations to make these environments safe.

10 - Public Awareness

Because hearing loss is invisible, and because of the stigma it often carries, the average New Zealander often does not realise that by and large there is no cure for hearing loss or damage. People therefore do not protect their hearing as they should. By the same token of public ignorance, people who generally know how to help someone with a mobility or visual disability, do not know how to help those with hearing loss. This is a public health issue.

The Hearing Association has launched a number of initiatives to make the public more aware of hearing loss, and has opened talks with the government on developing a public awareness campaign.

11 - Travel

Travelling on public transport, especially long-distance travel, is often stressful and sometimes dangerous for those with hearing disabilities. They generally have no way of accessing or properly understanding public address announcements, and can be denied information with safety implications as well as such basic information as service changes, departure changes, and so-on. The death of an American tourist at Kaikoura railway station in March 2003 highlights this danger.

The Hearing Association is working to have all public address information presented in visual form, preferably by display screens. As a minimum, all transport companies must be required to identify passengers with disabilities, and then cater for their needs. The most suitable way of doing this is

through the booking process. The Hearing Association has made submissions to government, to the Human Rights Commission, the coroner, and transport providers, to improve the provision of public information.

12 - Accommodation

People with hearing disabilities staying at hotels, motels and other such accommodation, often have no way of knowing fire alarms have been activated, and they face the same privacy issues at check-in and check-out as they do in banks, hospitals, etc. Televisions in hotels and motels usually are not equipped with Teletext, denying guests the option of enjoying this basic service.

The Hearing Association has opened discussions with the hospitality industry to improve safety and services to the hearing-impaired who use their services.

SPECIFIC PROJECTS

The Hearing Association will shortly undertake a number of specific projects, including some initiated by the member associations. Among these will be:

A - Child Education

In 1999, the Hearing Association in Nelson produced an acclaimed education kit for use in schools, explaining to youngsters what hearing loss is and why it is important to protect their hearing. This kit is still valid, and work will be initiated on refreshing the kit and promoting its reissue to schools throughout the country.

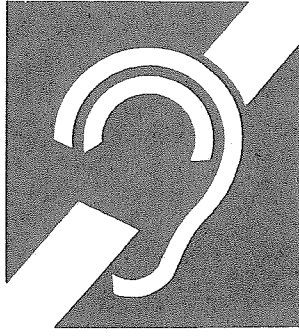
C - Information Booklet

The production of an information booklet that will be made available to all members of the public, listing goods and services available to the hearing-impaired. These include services such as Teletext programmes on TV, captioned movies, the new telephone relay service, and so-on.

D - Newsletter

People with hearing loss, their families and supporters, the government, other peer groups, and those organisations that fund and support the Hearing Association need to be kept informed of our work, treatment breakthroughs, and other news and information. This will be provided by a regular newsletter.

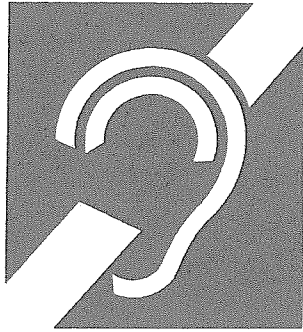
CUSTOMER:



If you have a
HEARING PROBLEM
please tell the assistant.

For more information contact
the Christchurch Hearing Association
Ph 03-366-3303, fax-03-366-3136
Sponsored by The Sutherland Self-Help Trust

STAFF:



Please help Hearing-Impaired customers

- Face them
- Speak clearly, but don't shout
- Re-word difficult sentences
- Try writing

For more information contact
the Christchurch Hearing Association
Ph 03-366-3303, fax-03-366-3136
Sponsored by The Sutherland Self-Help Trust