

CASE STUDY

Auckland Transport

“We truly value the work we've done to date and look forward to a long and meaningful partnership with the National Foundation for Deaf and hard of hearing.”

Brett Bishop, Auckland Transport.

Creating "Easy Journey's" for the Deaf and hard of hearing.

Auckland Transport (AT) is a values-driven organisation that believes in doing the right thing by its people, customers, partners and the communities it serves. They're also committed to employing and supporting a workforce that reflects the face of Tamāki Makaurau.

Bearing this in mind, and with 1 in 6 New Zealanders having some form of hearing loss, AT jumped at the chance to partner with the National Foundation for Deaf and Hard of Hearing (NFDHH).

“The partnership means we can proactively play a part in creating Easy Journey's (our organisational purpose) for the deaf and hard of hearing community who live in, and

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travel through the Auckland region using public transport” says Brett Bishop, People Experience Lead for Auckland Transport.

"We truly value the work we've done to date and look forward to a long and meaningful partnership with the National Foundation for Deaf and Hard of Hearing. The partnership is another way for us to demonstrate our core organisational values of:

- Auahatanga - Better, bolder, together.
- Manaakitanga - We care...full stop!
- Tiakitanga - Safe with us.
- Whanaungatanga - We connect."

Forming an action plan.

To complete the Hearing Accredited Workplace Programme, Auckland Transport teamed up with AT whānau who are hard of hearing and those interested in creating better conditions for this group, developing a personalised action plan. They also met regularly with the National Foundation for Deaf and Hard of Hearing's Community and Corporate Partnerships Manager, who provided support to help them on their way to become a Hearing Accredited Workplace.

A transformation is underway.

On its journey to become Hearing Accredited, Auckland Transport has undergone several changes that have significantly increased its accessibility to deaf and hard of hearing job candidates and employees.

After an extensive review of their recruitment & induction processes, AT now clearly states on all job applications that communication support including a sign language

interpreter or a speech-to-text app is available at interviews if required. In addition, Recruitment agencies have been briefed on Auckland Transport's ambition to recruit a diverse workforce, including people with hearing loss.

Along with these initiatives, AT offices provide small quiet rooms for people to use for focus work, limited to single or double occupants. Protocols have also been implemented to address general noise.

As well as this, people from across the organisation have attended workshops on Deaf Awareness and have had the opportunity to test their hearing via onsite screening kiosks.

AT are committed to making their workplace accessible for Deaf and hard of hearing employees and customers.

"Auckland Transport is currently consulting with Warren and Mahoney Architects to further enhance and make improvements to our work environment that will benefit our hard of hearing people. Another thing we are doing is running sign language classes for all people”.

Thank you so much to NFDHH for all of your help in getting us accredited, it's been an absolute pleasure working with you on this and I'm looking forward to continuing our partnership into the future."



Brett Bishop

People Experience Lead
Auckland Transport