

111 Contact Code – DPA Submission, July 2020

Contact:

Prudence Walker

Chief Executive

021 546 006

policy@dpa.org.nz

Introducing Disabled Persons Assembly NZ

The Disabled Persons Assembly NZ (DPA) is a pan-disability disabled person's organisation that works to realise an equitable society, where all disabled people (of all impairment types and including women, Māori, Pasifika, young people) are able to direct their own lives. DPA works to improve social indicators for disabled people and for disabled people to be recognised as valued members of society. DPA and its members work with the wider disability community, other DPOs, government agencies, service providers, international disability organisations, and the public by:

- telling our stories and identifying systemic barriers
- developing and advocating for solutions

The Submission

DPA is delighted that The Commerce Commission, New Zealand's telecommunications regulator, is consulting on new rules that home phone providers must follow to support their customers, on new technologies, in the event of a power cut.

Many disabled people are heavily reliant on landline telephones as they are less likely to have smart phones than non-disabled people due to issues of affordability and usability. Disabled people are also at greater risk during a power cut or emergency if they cannot access emergency services.

We fully support the 111 Contact Code and look forward to its implementation as soon as possible.

New Zealand's obligations under the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

The Articles of the UNCRPD that are most pertinent to the 111 Contact Code are:

- Article 4.3: Involving disabled people and our organisations;

- Article 9: Accessibility;
- Article 19: Living independently and being included in the community;

Recommendation

That the Commerce Commission implement the 111 Contact Code as soon as possible to ensure that disabled people have access to telephones during power cuts and emergencies.