**Accessible transcript: Enhancing accessibility: how to begin**

Link: <https://www.youtube.com/watch?v=0rm99_p2CJs>

**[Visual] The video opens with a blue and purple gradient. The words ‘Enhancing accessibility: how to begin’ appear in white writing.**

[Audio] When you want to get people to the table you have to overcome apprehension.

**[Visual] The video changes to show Mary Schnackenberg speaking. She has shoulder-length blonde hair and a red jacket on. She sits in a meeting room with windows behind her overlooking other high-rise buildings. Over her left shoulder are some plants in a pot.**

[Audio] Everybody knows how busy the health system is.

**[Visual] As Mary speaks, a title appears from the left of the screen beside her. It says ‘Mary Schnakenberg, consumer and disability advocate’. As Mary speaks, the camera cuts between different angles, sometimes showing a close-up of Mary’s face and other times a wide shot that shows Mary from the waist up.**

[Audio] But what different diverse groups, what people with disabilities can do is that we can help you maybe do things a bit differently but in the end a bit more quickly. We can help you cut to the chase faster. So, encourage us to come in and help you find out exactly what it is that we need to know and how to get that information to us more quickly than we might have otherwise done. When you're beginning the accessibility journey you need to think about who your audience is and what you need to do and then think about those channels, the channels of communication, and there are heaps of them today. There's social media and email and websites and notice boards.

But who do you want to talk to?

There are a number of organisations across New Zealand in the disability sector. There are many Māori organisations, iwi, Pasifika. All those organisations around will get such a kick out of you approaching them.

The health sector needs to look through all the bits of paper that it has and make sure that those bits of paper are well written and available in alternative accessible formats. Find out if you can email material to people or help them go onto your website to find the documents because pieces of paper, in the end, they may be printed out by the family but often times you actually need the original electronic version and it may be that the audio is good enough and the electronic version to just listen to it, to skip through it and listen to the different things. So don't rely on your collection of pamphlets, which could be out of date and may be quite inaccessible.

**[Visual] The image of Mary fades and is replaced by a dark blue screen. On the left side of the screen, the Te Tāhū Hauora Health Quality & Safety Commission logo appears. On the right side of the screen, the New Zealand Government logo appears.**

**[Video ends]**