

Ā Te Tira Poipoi Whaikaha

# Disability Services

Statement of Service

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## Why are we here:

Disability Services at Ara Institute of Canterbury supports students who have a disability, specific learning disability and/or a long-term medical condition. Often people hear the word disability and think of a narrow range of impairments. Below are some examples of the types of impairments students who use our services have:

- specific learning disabilities e.g. dyslexia
- epilepsy
- chronic fatigue syndrome/ME
- arthritis
- mental health difficulties e.g. depression
- autism spectrum conditions
- visual impairment
- hearing impairment/deaf
- physical impairment e.g. Spina Bifida, Paralysis
- traumatic brain injury.

This list is not exhaustive. Disability Services helps people with many different impairments and long-term medical conditions so if you think we could help you, please get in touch.

## We're here to:

- support disabled students to achieve their qualifications;
- provide advice and guidance about the services and support available to you as a disabled student and help organise those services for you;
- raise awareness and understanding of the barriers experienced by disabled students;
- liaise with staff across the institution, to ensure you get the support you need.

## We offer:

- a free and confidential, appointment-based service for disabled students
- advice about getting the relevant medical/ diagnostic evidence
- support to apply for Workbridge funding if appropriate

- provision of Notetakers and NZSL interpreters
- support with accessing assistive technology and software
- liaison with staff about student needs
- provision of examination adjustments
- production of an Individual Adjustment Plan (IAP) to communicate your needs to relevant staff
- provision of ergonomic chairs
- loan equipment scheme
- liaison with third parties to transcribe material into alternative/accessible formats e.g. electronic format and videos with subtitles.

Please note: we're not able to help you to complete your enrolment form, StudyLink or WINZ applications. We also don't provide subject-based tutoring or funding/organisation of carer support.

## What you can expect from us:

- a welcoming and professional service
- a single place at Ara where you can discuss all your disability and education related needs
- experienced and helpful staff
- to be able to get an appointment to see a disability adviser within five working days
- a response to your call within one working day and to your email within three working days.

## We expect that you will:

- provide us with appropriate medical/diagnostic evidence and up to date contact details
- provide us with a minimum of six working days' notice if you require support for lectures/meetings or exams
- attend all your agreed sessions/appointments/ exams
- communicate with us in a polite and courteous manner
- take responsibility for managing your studies once support is in place.

## Opening hours

Disability Services is open Monday to Friday all year. Our opening hours are:

<b>Monday to Friday</b>	8am to 5pm
<b>Saturday – Sunday</b>	Closed
<b>Public Holidays</b>	Closed
<b>Easter</b>	Closed (Good Friday, Easter Monday, Easter Tuesday)
<b>Christmas</b>	Closed for two weeks

## Feedback is a gift

We encourage you to give us feedback so we can review our practices and improve our service. Please contact us by phone or email. If you have a serious complaint, please visit Ara's Student Advocate:

[ara.ac.nz/services-and-support/health-and-wellbeing/advocacy-and-support-services](https://ara.ac.nz/services-and-support/health-and-wellbeing/advocacy-and-support-services)

## Contact details

You can find us in C131 (ground floor in the Library) on City campus. Staff also visit Woolston campus twice a week and can visit more often if required.

03 940 8164 / 8364 or 03 940 8089

[disability@ara.ac.nz](mailto:disability@ara.ac.nz)

[ara.ac.nz/services-and-support/library/about/disability-services](https://ara.ac.nz/services-and-support/library/about/disability-services)

## For staff at our Southern campus:

### Timaru - by appointment

Linda Hepburn 03 687 1848

[linda.hepburn@ara.ac.nz](mailto:linda.hepburn@ara.ac.nz)





[ara.ac.nz](http://ara.ac.nz)  
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