



Ā Te Tira Poipoi Whaikaha

# Disability Services

Statement of Service



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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:

- provide advice and guidance about the services and support available to you as a disabled student and help organise those services for you
- support you to achieve your study goals
- 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</b>	8.30am to 8pm
<b>Tuesday to Friday</b>	8.00am 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](http://ara.ac.nz/services-and-support/health-and-wellbeing/advocacy-and-support-services)

## Contact details

You can find us in L122 (at the back of the library), Rakaia Centre, City campus, Christchurch. Staff also visit the Woolston campus once a week and can visit more often if required. The staff at our City campus are Pauline Melham, Rose Edgar and Helena Tai.

03 940 8164 / 8364 or 03 940 8089  
disability@ara.ac.nz

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

## For staff at our Southern campuses:

### Timaru - by appointment

Lisa Timmings 03 940 2824  
lisa.timmings@ara.ac.nz

### Ashburton - by appointment

Sharon Lloyd 03 940 6131  
sharon.lloyd@ara.ac.nz

### Oamaru - by appointment

Ruth Dickson 03 940 6151  
ruth.dickson@ara.ac.nz





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