Ara
Institute of Canterbury
Ara rau, taumata rau

Ā Te Tira Poipoi Whaikaha

Disability Services

Statement of Service

ara.ac.nz

Statement of Service

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 Access 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
- a daily drop-in service or a timely appointment to see a disability advisor
- 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 two weeks' notice for exam support
- 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:

Monday to Friday	8am to 5pm
Saturday – Sunday	Closed
Public Holidays	Closed
Easter	Closed (Good Friday, Easter Monday, Easter Tuesday)
Christmas	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

Contact details

You can find us in C131 (ground floor in the Library) on City campus. Staff also visit Woolston campus and Manawa campus on a weekly basis.

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

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

ara.ac.nz
0800 24 24 76