



VICTORIA UNIVERSITY OF
WELLINGTON
TE HERENGA WAKA



Te Amaru—Disability Services A guide for students

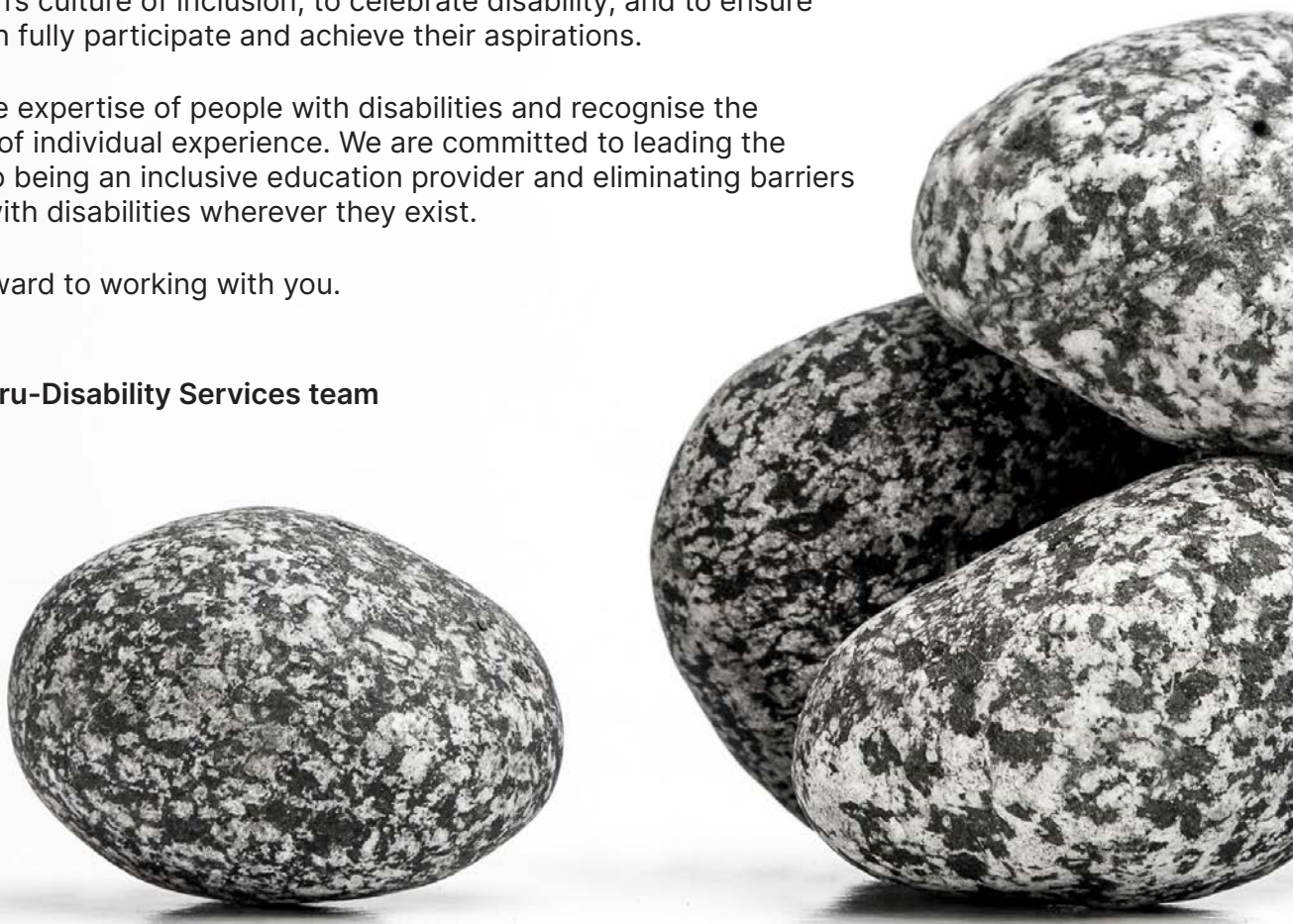
Welcome to Te Amaru—Disability Services

Te Amaru—Disability Services is a leading provider of disability advice, expertise, and support. We work in partnership with staff, students, and the disability community to strengthen Te Herenga Waka—Victoria University of Wellington’s culture of inclusion, to celebrate disability, and to ensure students can fully participate and achieve their aspirations.

We value the expertise of people with disabilities and recognise the uniqueness of individual experience. We are committed to leading the University to being an inclusive education provider and eliminating barriers for people with disabilities wherever they exist.

We look forward to working with you.

The Te Amaru-Disability Services team





Contents

Defining disability	4
Disability at our university	5
Who we are	6
Working with your adviser	7
Key services	9
Connecting with us	15
- Registering with us	15
- Supporting documentation	15
- Privacy and confidentiality	16
Your voice	17
Meaningful employment opportunities	18
Disabled students' association	19

Te Amaru—Disability Services

Level 1, Robert Stout Building, Kelburn Parade

Phone 04 463 6070

Email disability@vuw.ac.nz

Web www.wgtn.ac.nz/disability

Facebook www.facebook.com/VicUniWgtnDisability

Defining disability

We view disability as a diverse and complex phenomenon, reflecting an interaction between an individual and their environment.

We recognise that disability comes in many different forms and is experienced differently by each individual. We respect the expertise that comes with lived disability experience and that disabled people can experience barriers when the environment, attitudes, policies, teaching and learning, communication, technology, physical spaces, and so on, are not disability inclusive.

Disability may be a temporary or long-term condition, illness, or injury that affects a person's learning, communication, concentration, memory, hearing, mobility, movement, speech, and/or vision. This includes the Deaf community with their own unique language and culture.

We use the terms: 'disabled people', 'disabled students', 'taura whaikaha', with the strength of the New Zealand Disability Strategy and wishes of the disability community.

We recognise that not all students identify with disability focused language and respect the very personal choices you make.

"Disability pride to me is valuing our communities' experiences and taking that taonga with us when striving for change. Disability rights isn't just about services, it's about making the world inclusive. It's about understanding that we haven't achieved full inclusion if only a few of us make it through the glass ceiling."

Erikka Helliwell, Alumni

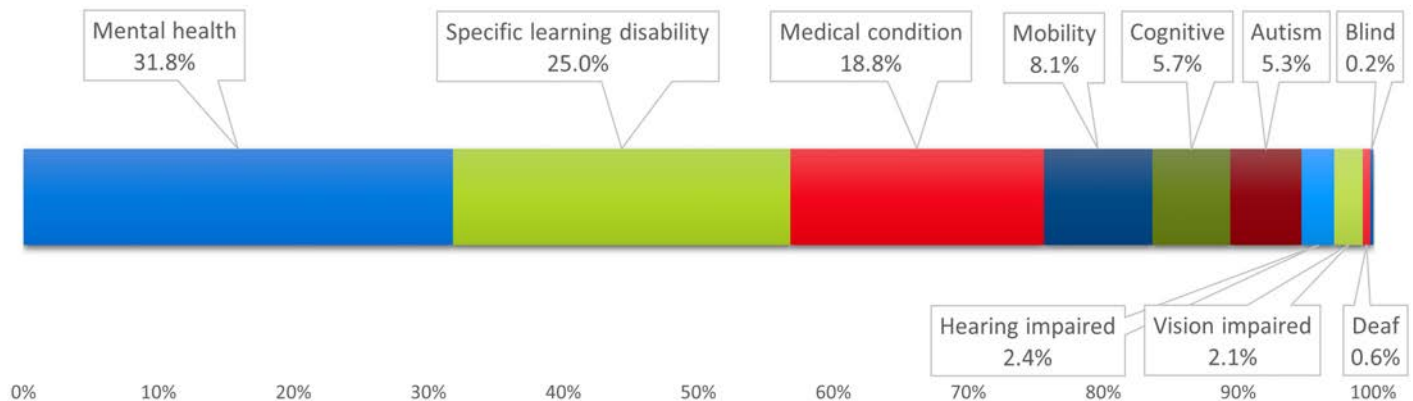
Disability at our university

At our university we have a proud culture of supporting disabled students to ensure they can thrive and achieve their aspirations.

The University's commitment to equitable outcomes for all is outlined in the Strategic Plan; the Equity, Diversity, and Inclusion Framework; and the Meeting the Needs of Students with Impairments Policy.

Our Te Ara Taupuhpuhi—Disability Inclusion Action Plan implements these commitments and through this we are focused on maintaining the high number of disabled students we have here, supporting the achievement of disabled students, and embedding disability inclusion into all aspects of the University.

More than 2300 disabled students are registered with our service annually. Many of the students we see have multiple disabilities and we are experienced in supporting students with complex requirements.



Who we are

Our team shares a common passion for celebrating disability and creating inclusive environments.

We are made up of disability and inclusion advisers, adaptive technology and digital experts, academic inclusion, assessment, and office coordination staff, academic inclusion assistants, New Zealand Sign Language interpreters, and our manager.

We are part of the Te Pūrengi—Student Experience and Wellbeing Directorate which also includes:

- ▷ Mauri Ora—Student Health and Counselling,
- ▷ Te Taiako—Student Learning,
- ▷ Te Ratonga Rapu Mahi—Careers and Employment,
- ▷ Tauria—Student Interest and Conflict Resolution,
- ▷ Manawa Ora—Student Wellbeing,
- ▷ and Te Haumiri—International Student Experience.

If you would like to see our team members, visit our website at:

www.wgtn.ac.nz/disability/about/staff

“Our history is built on innovation and collaboration, with students, staff, and the disability community. We embrace every opportunity, no matter how small or difficult, to enhance the disability accessibility and inclusion of disabled students’ experience of our university. The strength of our university’s culture of inclusion is a testament to the hard work put in by past and present team members and our partners, and are real steps towards an inclusive future.”

Brett Challacombe-King, Adaptive technology and digital adviser

Working with your adviser

All students registered with Te Amaru—Disability Services are assigned a disability and inclusion adviser, who is an allied health professional. The best way to access the support we offer is to make an appointment with yours.

Here are the common steps that you and your disability and inclusion adviser will work through together:

1. Identify your support requirements

At the start of each year, we'll work out how we can best support you. This is a chance for you to discuss which courses you'll be taking and outline your support requirements with your adviser.

If you believe you need minimal support, you may still find it useful to know what kind of support is available should you need it.



Working with your adviser [continued]

2. Establish your disability inclusion arrangements

Once we've identified your needs, together we can create a disability inclusion arrangements document to articulate your needs to academic and other staff. This outlines the impact of your disability, your strategies for participating and learning, disability inclusive approaches requested from staff, and the support provided by Disability Services.

Once your disability inclusion arrangements are established, then you can simply email your disability and inclusion adviser if your needs change.

3. Connecting you with other support

We work closely with staff across the University and external disability support agencies; whether it is your Titoko student success adviser, course coordinator, or your transition support, we will work together to support you to achieve your goals.

4. Communication during trimester

During the trimester we will communicate with you via our regular newsletter and our Facebook page. If you have specific services, you'll also receive communication from our coordination staff. If you need anything from us or any issues arise (e.g., you encounter a physical access barrier) just make an appointment through reception, or email your disability and inclusion adviser.

5. Prepare for meaningful employment

At any time during your study—particularly as you get close to graduating—we can connect you with our partners in Careers and Employment, and Workbridge who can help prepare you for meaningful employment during and after your study.

We encourage you to stay in touch with us following graduation. We are always keen to hear stories from our alumni.

Key services

We offer a broad range of quality services which are tailored to your individual needs.

It is important to be in touch with us as early as possible to ensure that the support you require can be put in place before you need it.

Access to some services is provided automatically to students registered with us, for the rest you will discuss with your disability and inclusion adviser whether those services are right for you.

Access suites

Access suites are quiet places for disabled students to rest and study, available at Kelburn and Pipitea campuses.

The spaces are also where you can access ergonomic furniture, equipment, technology, or amenities that are not found in general University study spaces.

Just use your swipe card and let our reception know if there are any issues.

Accessible assessment arrangements

Accessible assessment arrangements are available for tests or exams. You may require an accessible arrangement if the impact of your disability means you need extra time, a rest break, a reader/writer, a smaller assessment room, or ergonomic furniture.

Adaptive technology and digital adviser

Our adaptive technology and digital adviser is available to provide you with advice on identifying adaptive technology to meet your needs, training on the various adaptive technology available on campus, and advocacy when applying for funding for personal technology.

Workshops to introduce you to adaptive technology are held throughout the year and on-to-one training is also available.

Key services [continued]

Some examples of adaptive technology available on campus are:

- ▶ Dragon NaturallySpeaking for voice recognition—for disabilities that affect keyboard/mouse use.
- ▶ OpenBook for hardcopy reading and conversion—for disabilities affecting access to print, e.g., vision impairments, specific learning disabilities, etc.
- ▶ CCTVs for magnification of text and objects—for disabilities affecting vision.
- ▶ various ergonomic computer peripherals—for various dexterity and movement related disabilities.

You can make an appointment directly through reception or your disability and inclusion adviser may refer you.



Corrected Captions and Transcript

This service is when a Disability Services' academic inclusion assistant corrects the automatically generated captions for a recorded lecture, edits these for meaning, and creates a formatted transcript for your study revision.

Electronic live transcription

Electronic live transcription is when an academic inclusion assistant types what a lecturer is saying into their laptop, which you can read on your laptop. This service is for students who can't access oral or written information.

Ergonomic furniture

A range of ergonomic furniture is available in the access suites, and some of these items can be moved to lecture and tutorial rooms when needed.

Inclusive learning software

Inclusive learning software is available for students to make learning and engaging more accessible in the modern digital world.

We currently have three core Inclusive Learning Software programs available that have been chosen to provide support throughout your academic journey. To learn more about inclusive learning software visit:

www.wgtn.ac.nz/disability/for-students/key-services/inclusive-learning-software

"Studying at Victoria University has been challenging but also completely lifechanging for me. Through my studies I have developed a new sense of self-confidence and an unwavering sense of purpose, something which has helped immensely to live with and adapt to my health challenges."

Lisa Marie (Current student, Bachelor of Design Innovation)

Key services [continued]

Mobility parking

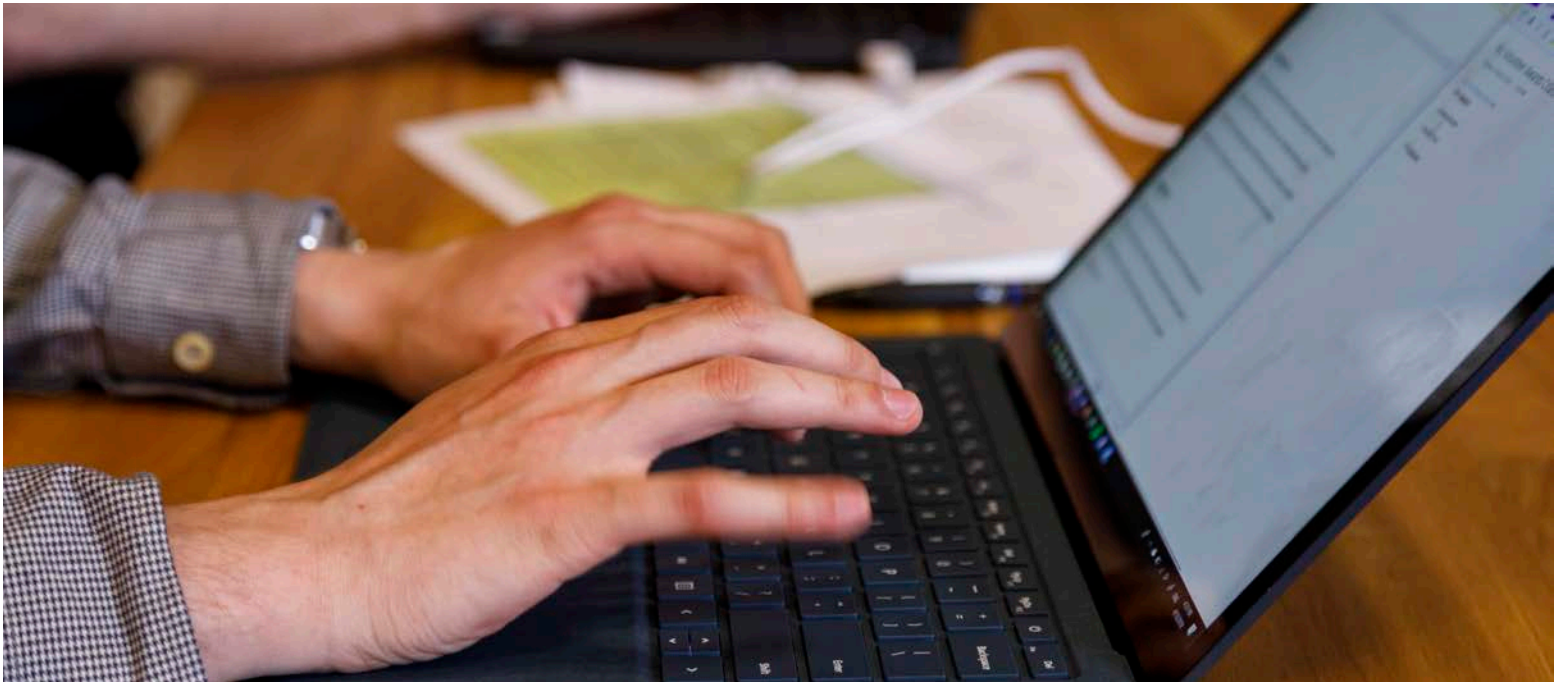
Mobility parking is available if you hold a CCS Disability Action mobility card or have been granted access by a disability and inclusion adviser. Parking is timetabled to fit in with your study hours.

Mobility transport

If your disability affects your ability to move across campus or between campuses and is not covered by ACC, then we may be able to provide you with taxi chits to assist.

Note taking

Tailored note taking provides tailored, typed lecture notes from an academic inclusion assistant. The lecture content is paraphrased rather than a verbatim transcript, and will be provided to you after each lecture.



Sign language interpreters

Sign language interpreters provide access to Deaf students who use New Zealand Sign Language (NZSL) as their preferred language. Interpreters are qualified professionals who interpret the full content of lectures, tutorials, meetings, appointments, or events into NZSL.

Specific learning disability assessments

If you have a specific learning disability, or suspect that you might, we can help you determine what it might be and what support you will need. Screening tests can be used to identify specific learning disabilities, or behaviour associated with those disabilities.

We work closely with Te Taiako—Student Learning, who can assist you with learning strategies, such as reading, study skills, note-taking, essay writing, and exam techniques.

Additionally, we refer a small number of students each year to an educational psychologist for assessment. After this assessment, we work with the student to implement the recommendations, which often involves adaptive technology or other kinds of tailored support.

“One of the things that helped me see disability as an identity was changing my concept of what independence looked like. So often we are told that independence looks like standing on your own two feet. For me, independence was being able to have choice and self-determination even if you needed support to make your goals real. ...These services enabled me to get on with the job of being a student... These things were part of my independence as they were reliable. They were part of my success. I came to see independence as having a chosen community around me.”

Henrietta Bollinger, Alumni

Key services [continued]

Disability Services timeframes for setup of services

If you have an ongoing disability, to ensure your support is fully set up for when trimester starts, you need to request some services in the following timeframes:

Tailored note taking, electronic live transcription, corrected captioning and transcript, and sign language interpreting: 7 weeks before trimester starts.

Accessible assessment arrangements: At the beginning of trimester or at least 2 weeks before the specific assessment or beginning of the exam period.

If you have a temporary disability, your disability and inclusion adviser will discuss with you what is possible at your appointment.



Connecting with us

Getting Registered

Registering with us is different to applying for admission to the University. Even if you haven't applied for admission to the University yet, you can still register with us as a prospective student.

To register with us:

- ▶ call us on 04 463 6070,
- ▶ email us at disability@vuw.ac.nz,
- ▶ drop in to see us on level 1 of the Robert Stout building on Kelburn campus,
- ▶ or register online.

www.wgtn.ac.nz/disability/for-students/register

Supporting documentation

When you register, you'll need to provide us with some supporting documentation about your disability.

For example, an assessment or report from a registered health professional such a doctor, specialist, psychologist, counsellor, or educational psychologist that describes the impact your disability is likely to have on you and your study. To assist you to provide this documentation, we will give you a form for your registered health professional to complete.

We respect the expertise you have about your lived experience so will also ask you about this.

This enables us to tailor support and services to meet your needs.

If you have a recurring or temporary disability, please update us with any changes.

Connecting with us [continued]

Privacy and confidentiality

We care about your privacy and want to be open with you about what we do with your personal information.

We are aware that personal information we hold about you may be of a private and confidential nature. When we collect, store, and access your information, we are guided by the Health Information Privacy Code, the Health Act, the Pastoral Care Code, allied health professional body codes, and the University's privacy notice.

As a general rule, the personal information you disclose to us is treated as confidential and not available to anyone outside of Te Amaru—Disability Services, except with your consent. However, we do need to share relevant information with others when there is a concern for your health, wellbeing, safety, or behaviour; or the health, wellbeing, safety, or behaviour of someone else; or when there is a legal duty to provide health information. An example of this is sharing wellbeing information with another University service to ensure you are receiving the best possible support (e.g., a Mental Health Coordinator at Mauri Ora).

Choosing to share your disability needs and the inclusive strategies and support you need with your academic and other services staff can be greatly beneficial to ensuring your needs are met; your disability and inclusion adviser can support you with this.

When you register with us, your enrolment details will be updated to indicate that you have a disability; this is also confidential and used for statistical purposes only.

If you have questions about your privacy and confidentiality, please discuss these with your disability and inclusion adviser.

Your voice

We greatly value student expertise, advice, and feedback.

Students have helped shape our service since it began, and we are fortunate to have many of New Zealand's influential disability rights advocates as Victoria University of Wellington graduates who share their disability and professional expertise with us.

Whether you have feedback on our service, a great idea about advancing disability inclusion, an access issue, want to share your story, be on an interview panel, or want to work with us on a specific project, we'd love to hear from you. We always recognise student contributions with a koha.

We also seek feedback on our service via a biannual student survey and share specific opportunities to get involved in our newsletter.

"Disability pride within our university walls is my source of true empowerment. It's the energy that propels me to step out of my comfort zone, knowing that my unique perspective is valued. Through connecting with like-minded peers and understanding staff, I'm not only pursuing my degree – I'm taking part in the shaping of a future that's inclusive and filled with endless possibilities."

Annabelle March, current student BA Education and History

Meaningful employment opportunities

We have partnered with Workbridge, and Careers and Employment to assist current students and graduates with obtaining meaningful and inclusive employment opportunities.

We work in partnership with you to ensure you can fully participate in your studies and achieve your aspirations. We can support you to prepare for work by identifying your strengths and help you positively disclose your impairment related needs to others.

Careers and Employment work with you to help find your career direction. They can assist you with career guidance, planning, CV skills, job applications, and job search strategies.

Workbridge works closely with employers to support them to be more inclusive. They can work with you to find the right job and link you with these employers. They can also help you with CVs, cover letters, and support you through the application process.

Together we can help you get connected with employers and the community, develop your skills, and prepare for your future employment.

To get involved

Just contact us to be connected with the University's Workbridge consultant.

"I recently started a job at Customs. Everyone is very kind and I've been doing great work. I feel my skills and Master's Degree are a real asset to the team as they give us more ways to explore and interpret Custom's data. Workbridge has been a great help with getting the job - I don't think I would've got it without them."

Cadin Glennie, Alumni

Disabled students' association

The Disabled Students' Association is the representative group for disabled students at the University and aims to create social connection for disabled students, and advocate against ableism in education.

The group meets regularly, hosts social events for members, and is actively involved on the Equity and Diversity Committee of Te Aka Taurira—Victoria University of Wellington Students' Association.

While independent of each other, the Disabled Students' Association and Disability Services work closely to support each other's objectives, activities, and events.

To connect email disabledstudentsassociation.vuw@gmail.com

Or follow them on instagram [@dsavuw](https://www.instagram.com/dsavuw)





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**CAPITAL
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GLOBALLY
MINDED.**

MAI I TE IHO KI TE PAE

TE AMARU — DISABILITY SERVICES
04 463 6070 | disability@vuw.ac.nz | www.wgtn.ac.nz/disability