



**The
Federation**
of disability information centres

Impact 2025



How We Are Enabling Good Lives and
Building Inclusive Communities

A Message From Our President

Tena koutou

The Executive Committee of the NZ Federation of Disability Information Centres is incredibly proud of the continuing impact of our member centres, encapsulated in this report.

The Federation is a peak body for disability information advisory and support organisations in the broad disability sphere of New Zealand. We have 21 member centres and six affiliate members. Established in 1989 our organisation prides itself on assisting member centres, and the wider community, in navigating the changing landscape of disability support in New Zealand. Our members provide information, advice and support on a wide range of disability related challenges - and also assessment and access to assistive technology aides. As a Federation we provide training to our member centres and the community, networking opportunities via our annual conference and regional meetings, and our Annual General Meeting. Importantly, we also collect impact data from our members which features in this report.

The Federation and our member centres respond in a synergistic way to changes in the disability sector and the demands of our community. This synergy involves a national, regional and local network of support and information. Whilst technology has undoubtedly progressed over the years, the community has always valued our personalised, face to face, direct contact. We are trusted and available to our communities across New Zealand as a reliable source of information and support. We are, and have always been, committed to unconditional, unbiased, and easily accessible information, advice and support. This extrapolates to the regional level where we provide valuable cohesive support to the various organisations operating in each region. Regional support is crucial as the cement that builds a wider community – capturing local nuances across a broader geographic region. In this way our centres can draw upon shared knowledge, expertise, experience and resources to refine their support to their communities and to try new approaches which are proven to work in demographically and geographically similar areas. This Impact Report contains numerous examples of local and regional responses to the needs of our communities.

At a national level we take an over-arching view of the local and regional challenges and triumphs. We provide valuable feedback to government on disability related issues within the community. Challenges our centres help resolve include those related to disability, ACC, mental health challenges, age related support needs, and chronic health conditions. Our reach is broad and this is reflected in the community we support across New Zealand, demonstrated in this Impact Report. Please read on and be enriched by the real and positive impact the Federation and our member centres have across Aotearoa New Zealand.

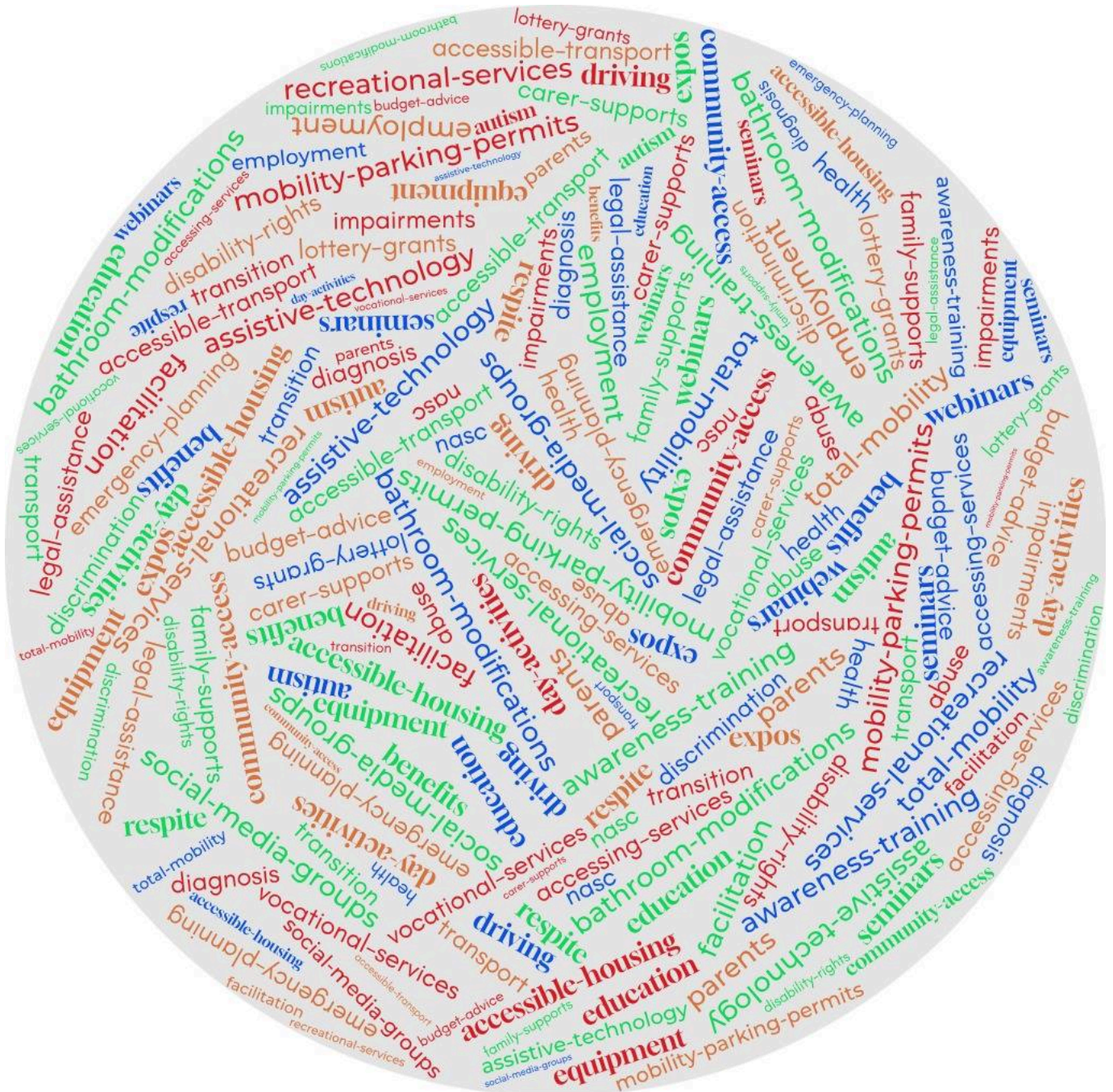
Noho ora mai

Lisa Martin
President



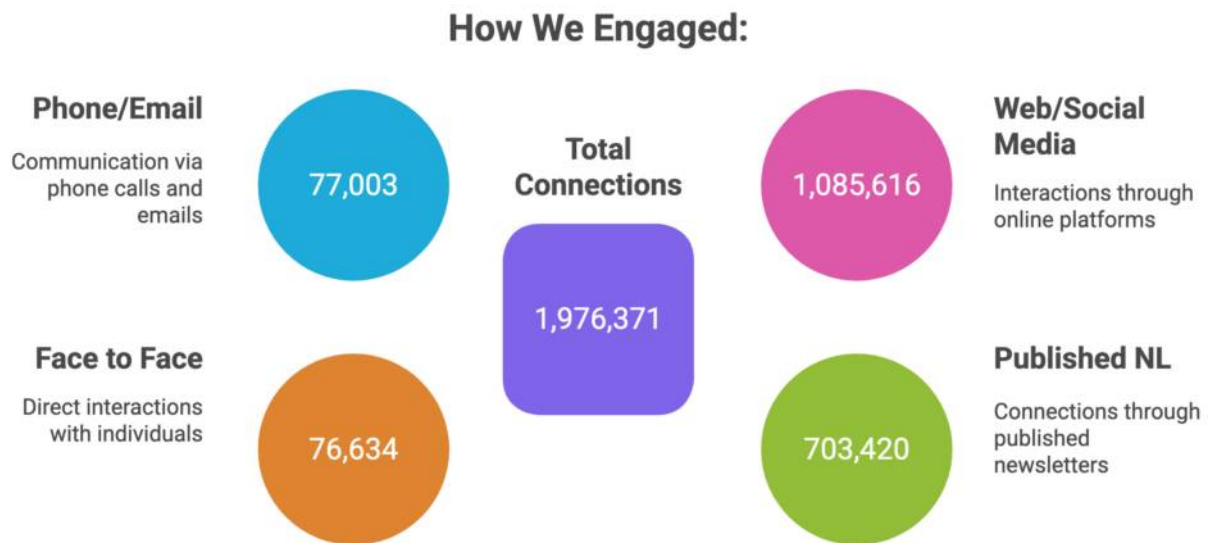
Welcome to the World of Disability Information Advisory Services

This word cloud depicts some of the things people ask us about...



“Knowledge is Power – Information is the Key”

The Metrics



Service demand has grown substantially in the last year with a **29% increase** in the total number of people connecting with our Centres. Over **one million** of these have been via online options.

Member Centres are building great digital experiences for disabled people, connecting them seamlessly to information and services they need - when and wherever they need them.

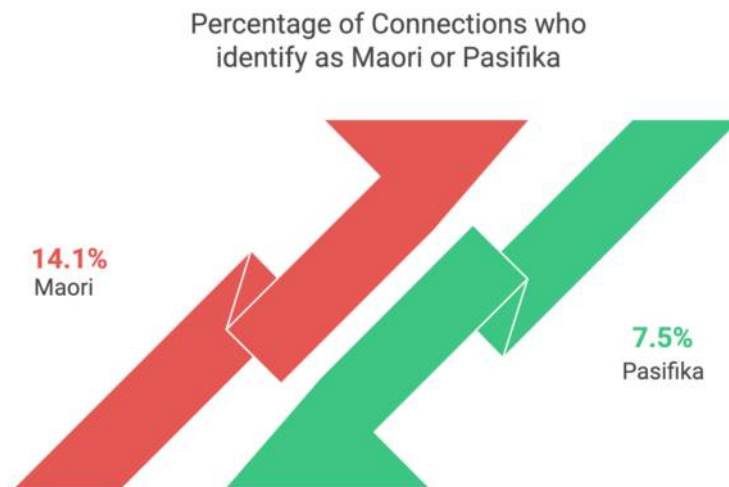
We are exploring options for improving access to digital information, including Artificial Intelligence such as Large Language Models (LLM's) and Agentic AI (enhanced chat bot technologies) for providing conversational assistance to disabled people, using their own languages. However, we remain very aware of the risks involved including: Lack of transparency and accountability; bias and discrimination; security vulnerabilities; operational dependence; resource and cost allocation, and unpredictable behaviour. We will implement these new tools, but only when we have mitigations in place for the risks.

However, despite the acceleration of easy to access technologies there are some groups who are not 'digitally included'. In its report "Addressing the digital divide" the Digital Council for Aotearoa opens with the statement: "We live in a world where our work and lives are increasingly digital – but we are not **all** experiencing the benefits." People on low incomes, older persons, disabled persons must be able to choose other channels to connect with their communities.

In **2015** Federation Centres recorded **230,870 connections** with people seeking information. These connections were made in person, by phone, newsletters, and email. They do not include connections made via websites or social media. If we look at the total for these channels in **2025** we see that over **857,000 connections** were made. This emphasises the need to ensure there is 'no wrong door' for people seeking disability information and access to supports.

Enquiries have become more complex and time consuming. People are confused about what supports they need and how to access them. Centres provide access to local supports through information and facilitation. They are **local, trusted and proven**.

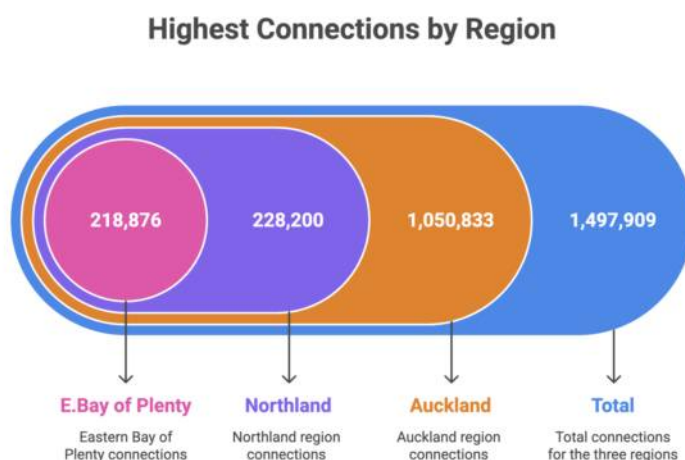
The Metrics



Federation Members continue to connect with Maori and Pasifika peoples. This is more evident in the North Island where there are higher populations of these groups. One of our Northern Centres reports...

“Direct engagement with Māori communities has allowed us to better understand the challenges they face, such as systemic inequities in accessing disability support, cultural misunderstandings, and a need for more personalised, whānau-centred care. These insights inform our service improvements and ensure our support aligns with the aspirations of the people we serve.”

Federation Member **Vaka Tautua** not only provide disability services to people nationally, they are also a great resource for our Centres who are working with Pasifika and need advice.



The highest numbers of requests for assistance come from Auckland, Northland and the Eastern Bay of Plenty.

All of these areas have high populations of Maori and Pasifika people, high unemployment, inadequate housing, low income families and poorer health outcomes. A collaborative approach is often needed.

In many areas Centre relationships with agencies such as WINZ, Health, Housing, Education, Mental Health and Justice are strong. While we wait for an across Ministries response to gain traction at national level, we can confirm it is happening now in many communities.

Our National Membership

Yes Disability P8

Independent Living Trust P9

MND NZ P10

Complex Care Group P11

Disability Connect P12

Citizen Advocacy P13

Vaka Tautua P14

Manawanui P15

Blind Low Vision NZ P16

Assistive Technology Suppliers NZ P17

Your Way Kia Roha P21

Parents of Vision Impaired NZ P22

Taranaki Disability Information Centre P24

Taranaki APEPSE Trust P24

NorthAble Matapuna Hauora P7

Coromandel Independent Living Trust P18

Disabilities Resource Centre Trust P19

Allies Aotearoa P20

Disability Resource Centre Hawkes Bay P23

Enable NZ P25

WellAble Kapiti/Wellington P26

Deaf Aotearoa P27

People First NZ P28

West Coast Disability Resource Service P30

Aspire Canterbury P29

Living Well Centre Otago P31

Disabilities Resource Centre Southland P32



Also featuring...

Pathfinder Facilitation P33

The Federation Academy P34

The Federation Conference P35

Acknowledgements P36

Let's visit them...



Let's get started in
the beautiful
winterless North!



How We Helped

In the heart of the Kaipara district, our organisation set out to bridge gaps and empower whānau by hosting a Transition Expo designed to support families navigating the complex world of disability services. Traditionally held in Whangārei, the expo had posed a challenge for whānau from Kaipara, with travel costs, time constraints, and the distance deterring many from attending. This year, we decided to change that. We brought the expo to Dargaville.

Two families, in particular, stood out. Their children, each with ORS funding, had been navigating life without the support of NASC (Needs Assessment and Service Coordination). Unaware of the service, they had walked a lonely path. At the expo, these families were referred to NASC, unlocking new possibilities and support services that would transform their lives and those of their children.

The Northland Civil Defence Emergency Management Group (CDEM) recognised the need for inclusive emergency planning, and our dedicated Emergency Response Planner took the lead in advocating for a regional plan that considered the unique needs of people with disabilities.

She ensured disability-specific considerations were incorporated into the plan, addressing mobility challenges, sensory impairments, and communication barriers. She advocated for accessible evacuation procedures and alternative formats for emergency documents.

What We Do

NorthAble Matapuna Hauora fulfils a pivotal role within the disability sector across Te Taitokerau providing...

Facilitation Services

- NASC Service
- Very High Needs (VHN) Service
- Transition Service

Client Services

- LYNKZ Programme.
- Āhei Internship Programme
- Whangarei Budgeting Services
- NorthAble Equipment Plus (EQ+).
- Disability Information and Advisory Service (DIAS)
- Total Mobility Programme
- Paerata Service



Contact Us

0508 637 200

northable@northable.org.nz

<https://www.northable.org.nz/>



yes

Is a not-for-profit organisation., working hard to ensure young people with disabilities and learning differences are represented equitably in governance, planning and employment.

What We Do

At YES our focus is empowering disabled rangatahi. We move past NO, to get to YES. It is fun, challenging and forever changing. Rangatahi whaikaha are passionate about co-designing and co-delivering all the projects and programs that we deliver.

I.Lead is a movement that empowers young disabled people between the ages of 16-30, providing them a platform to have their voices heard. Members from across Aotearoa participate in consultations and initiatives within their community, facilitating positive change.

The I.Drive Licensing Program supports disabled people in gaining their licences by hosting theory workshops that explore the road code in an interactive and comprehensive manner that makes learning the road code less daunting.

The I.Lead x William Pike Challenge empowers disabled youth to explore the outdoors and stay active! To complete the challenge, participants are required to complete: 5 Outdoor Activities, 20 hours of Community Service, and 20 hours of a Passion Project.

Our Impact

To keep up the momentum from our 2024 conference, we decided to have a conference in 2025! 60 rangatahi whaikaha from across the motu meet up once again in Wellington.

Attendees looked at the recommendations from the previous year, analysed the changes that had been made since, and reformulated our recommendations for each key topic.

Our 8 topics this year were Housing, Mental Health, Transport, Health, Education, Employment, Sport and Rec, and Arts. 31 total recommendations were presented at this conference, spread across the eight key areas.

I.Drive hosts workshops in Auckland, Waikato, Wellington, Dunedin, and Christchurch!. As of August, we have had 10 I.Drive attendees pass their driving tests so far this year!

Our first cohort has completed the I.Lead x William Pike Challenges, with many of them taking part in activities such as rock climbing, kayaking, and learning new languages for the first time ever.

Contact Us

09 414 5360

info@yesdisability.org.nz
<https://yesdisability.org.nz/>



What We Do

Independent Living is a Charitable Trust. We have been making daily living easier for disabled people since 1981. Many of our team have lived experience of disability ourselves so what we do has deep and personal meaning to us.

We find solutions for disabled people to live a great life, be that navigating the health and disability sector with the right information or finding the right equipment to enhance independence and wellbeing.

Our three Assistive Technology stores and online store provide information and support for those seeking assistive products to buy, hire, have equipment repaired.

Our Community Services team (English, Mandarin and Korean speaking) meet people where they are, working alongside individuals, families, and whānau to improve outcomes across Tāmaki Makaurau.

We also provide expertise through our Access and Advisory team who partner with businesses, educational institutions, and local and central government agencies to improve accessibility across Aotearoa.

Our services

- Disability Information and Advice
- Asian Disability Information and Advice
- Assistive Technology Stores
- Equipment Repairs Service, including ACC
- Access and Advisory Service

How We Helped

We received a phone call from M at 4pm Sunday, (M is non-verbal/we work six days per week but not Sundays) and we quickly worked out with him that his scheduled caregiver (2.30pm - 9pm) had not turned up and he was very distressed by this.

We phoned the after-hours number on his carers website and eventually spoke to a lady who promised to find alternative help from another service, she was hopeful of finding someone who had helped him before. Eventually this happened, and at 6.30pm Sunday evening she phoned me back to confirm that the care worker was with him. We reported this to the respective agency to let them know what happened, as the risk of this happening again is a worry for M and a concern that the caregiver no-show did not generate a replacement automatically.

We were contacted by a Chinese speaking adult client who is disabled and wanting to return to driving after her injury now that she has residency, but she requires lessons and guidance towards achieving her restricted level and beyond.

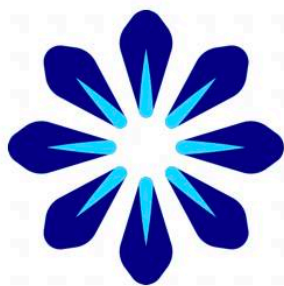
We worked with the client, communicating in Mandarin and provided information on several local driving services who have experience with working with disabled learners, as well as several other support options that may be useful in guiding this client to achieve her goal.

"The ILS Coffee Group was a very insightful gathering where we listened to the realistic challenges faced by people with disabilities or their families and discussed solutions together."

"I want to express my gratitude to all the coffee group members who welcomed me so warmly, and especially to you, Marian, for your constant positive encouragement. I hope everyone stays healthy and that this group keeps going strong for years ahead!"

Contact Us: 0800 625 100

info@ilsnz.org - <http://www.ilsnz.org>



Motor Neurone Disease NZ

Motor Neurone Disease New Zealand is the only charity focused on improving quality of life, funding research and campaigning for people affected by motor neurone disease in Aotearoa New Zealand.

What we do

Motor neurone disease (MND) is a fatal, rapidly progressing neurodegenerative disease that robs people of their ability to move, talk, and eventually breathe.

Motor Neurone Disease NZ is a charity that employs support advisors to provide a free, specialised support and advisory service across Aotearoa New Zealand. We work alongside healthcare teams to improve outcomes and help you remain independent for as long as possible.

If you or a loved one has MND, we're here for you.



Contact us

To find out more, or become a client, email support@mnd.org.nz, visit www.mnd.org.nz, or call 0800 444 474.



How we helped

"Thank you so much for your kindness and love to my dear wife and to me. You provided support, expert advice and willing ears throughout the trauma of her illness". **K – MND NZ client**

"I can't thank you enough for all the help and all the support you gave. You were always so kind and caring with mum and most importantly you listened to what mum had to say which made her feel better". **B – MND NZ client**

"Rachel, I really appreciated your attendance at my house on Tuesday. I find your attitudes and problem-solving ideas in line with what I'm thinking. You're very practical and you've got so on top of my situation despite the short time you've known me. Thank you for that effort". **D – MND NZ client**



Complex Care Group



Complex Care Group is a national group providing information, support and networking for families of disabled children, young people and adults with intensive support needs.

While we are largely focused on providing up-to-date information and support to carers to help them navigate the many challenges they face, we are also responsible for communicating to the Ministry of Social Development Disability Support Services, the Ministry of Disabled People Whaikaha, funders and other providers, the needs of this group.

How We Helped

Disability Information Advisory Services are necessarily creative in finding possible solutions for disabled people and families. At times we must span a variety of different types of support, provided by different Needs Assessment and Coordination agencies operating across Disability and Long Term Chronic Health Conditions support – that is, support from Health NZ as well as support from Ministry of Social Development Disability Support Services.

This particular story of how we helped a family describes this intersection well, particularly given they are in region of New Zealand does not have its own Disability Information Advisory Service centre. In April 2025 a referral was received from a family with four children. The children are all adolescent or early/mid-teens. They each have a variety of Long Term Chronic Health Conditions as well as different diagnoses of neurodiversity and/or autism, as well as behavioural challenges. Complex Care Group received this referral because the situation is indeed complex and because this area does not have a specific information advisory service I was happy to help.

The family were confused about the two different sources of funding to support their children's disabilities and conditions, and how this funding might be used. I communicated directly with the family and provided information to guide their thinking about how/why these supports had been allocated and what that support might look like in practice. I also provided links to various provider organisations and other support organisations in their local community.

Two months later in June an Occupational Therapist followed up with me to provide and update and to gain more information to help her to help the family. This particular case is a good demonstration of how DIAS operate (and help find solutions) in an environment featuring multiple different disability support funding streams and services, for multiple different disabilities, in a smaller regional area of New Zealand which does not have a wide and diverse range of services. But solutions can still be forged.

Contact Us

0800 852 693

complexcaregroup@xtra.co.nz

<https://www.complexcaregroup.org.nz/>



What We Do

Disability Connect provides a Disability Information Advisory Service (DIAS) to families with disabled children in the Auckland Region with increasing requests from around the country.

We are a pan-disability organisation and 80% of our team either live with a disability or have a child with a disability.

Our CEO has a disability, is a parent and has a brother-in-law with a disability. Our board includes a disabled person, and six people who are or who have been parents of disabled children. Our Board Chair, Colleen Brown received the KSO this year for her contributions to the disability community.

Via our lived experience of disability as individuals, family and whānau we have:

- Successfully held our Transition Expo with over 1000 attendees and 120 stall holders showing their post school options
- Hosted Work and Income New Zealand and Kaikaranga (formerly Taikura Trust, our NASC) for combined seminars on disability supports in the community
- Hosted monthly support groups with educational topics such as bullying and financial services, and social groups making scents, painting, drumming and dance therapy for disabled people and families
- Launched a new Disability Housing Navigation service
- Advocated for improved housing and emergency management

- Held multiple workshops, our most popular series was on Succession Planning which has been captioned and is available on our website
- Created a 5-minute documentary called Sasanka's Journey - giving hope to disabled people and their families in employment.

We have collaborated at numerous community events to inform disabled people and their families of our services and the assistance we can provide.

How We Helped

Nigel, who is legally blind with a degenerative condition, contacted us after WINZ cut his benefit without notice despite a job seeker exemption.

We helped him escalate his case to the disability specialist team and ensured follow-up. He's now a Disability Connect member with access to resources, seminars, and workshops to support his advocacy and financial wellbeing.

He shared this comment with us:

"hi denise, cherie, mike, thank you so much, i cant express im so at peace, its really a happy feeling to know you guys are there to help disabled people like me, and the work you guys do is so life saving, thanks a ton cheers Nigel"

Contact Us

09 636 0351

admin@disabilityconnect.org.nz
<https://disabilityconnect.org.nz/>



Citizen Advocacy Auckland

Empower Voices. Champion Rights. Change Lives.

CA Impact Report - Advocacy in Action

Our advocates walk alongside people to ensure their voices are heard and their rights are upheld. These stories highlight how advocacy changes lives, restoring dignity, connection, and access to essential supports.

What We Do

We empower people with intellectual disabilities and their whānau by providing information, guidance, and support to help them achieve their goals and live fulfilling lives. We also support advocates who partner one-to-one with individuals, fostering meaningful connections that promote self-determination and growth.

Citizen Advocacy encourages the development of a one-to-one partnership between a person with an intellectual disability and a committed citizen advocate. The advocate is a principled and resourceful individual, free from conflicts of interest, who voluntarily supports the disabled person in pursuing their goals, making decisions, and expressing their voice.

How We Support

Restoring Dignity Through Advocacy

A 65-year-old disabled man had not received an updated NASC assessment since 2010. His equipment was outdated, limiting his mobility and independence. As immigrants to Aotearoa, the family struggled to navigate the system and understand their rights. A CA advocate supported the family to request an

urgent assessment and attended alongside them, ensuring they were in the driver's seat. The result was an up-to-date assessment, the right supports, and restored mobility and dignity.

Standing Strong with the Right Support

A woman with an intellectual disability was socially isolated and had gone six months without disability support, despite being assessed as needing it. Overwhelmed and without advocacy, her tenancy was at risk. A CA advocate stepped in, attended a property manager meeting, and helped retract the eviction notice. They connected her to a new support provider and assisted her to increase her disability allowance. This ensured she kept her home, gained vital support, and now lives with stability and dignity.

Contact Us:

Phone: (09) 625 7994

Email: coordinator@caauckland.org.nz

Website: <https://caauckland.org.nz>

Facebook: <https://www.facebook.com/CAAkld/>

Office Hours:

Monday – Wednesday: 9:00 AM – 5:00 PM





Vaka Tautua

How We Helped

A Tongan family with two disabled family members who are wheelchair reliant, sought Vaka Tautua's assistance to access funding to purchase a hoist van. The van was required to transport their disabled family members to appointments, and on family outings. After having a talanoa with the family, we identified that they had other needs and we linked them to the services that would help meet these needs.

As a result of our services:

- The family received funding through a Lottery Community Grant application to purchase a hoist van
- The family purchased a hoist van that met the specifications and requirements of the family
- Carer support was received by the family member who had been the primary caregiver for both disabled family members
- The disabled family members are able to be transported to appointments, and join the family in outings and activities
- The disabled family members have joined Vaka Tautua's Tongan disability network, which enables them to regularly connect and socialise with other tagata sa'ilimalo

This family say that the support they have received from Vaka Tautua has greatly helped strengthen their family connectedness and improve their health and wellbeing.

Tagata Sa'ilimalo Disability Services
support tagata sa'ilimalo (Pacific disabled peoples, their families and carers) to create their own best lives, and be connected to the services and supports they need

Serving tagata sa'ilimalo in the Auckland, Wellington, Canterbury and Otago regions

What We Do

National Pacific Disability Information Advisory Services

Supporting tagata sa'ilimalo to identify their needs, access clear and accurate information and the supports and services they need. This includes outreach into our Pacific communities.

Community networks

Facilitating community networks that provide opportunities for tagata sa'ilimalo to be socially connected, share their stories and experiences, have fun and support each other to build the lives they choose and connect to services. In Auckland, we currently support Samoan, Tongan, Fijian and Youth networks, and in the other regions we are supporting a mix of Pan-Pacific and Pan-disability networks

Community navigators and connectors

Connecting and walking alongside tagata sa'ilimalo to ensure access to services and supports that meet their holistic needs. This includes: services that help address immediate urgent needs to reduce stressors on tagata sa'ilimalo mental health, financial capability programmes, health and social supports.

Canterbury WorkReady Tagata Sa'ilimalo

Supporting tagata sa'ilimalo in the Canterbury region to achieve sustainable employment outcomes

Contact Us

0800 825 282

enquiries@vakatautua.co.nz

<http://www.vakatautua.co.nz>

How We Helped

"The CEC staff were incredibly helpful and polite. They went above and beyond to assist me during a stressful situation, answering all my questions clearly and promptly."

"IF has allowed me to live independently and participate in community activities that I never thought possible. It has given me the confidence to pursue my personal goals and improve my overall well-being."

From getting started to making payments, our Manawanui team is friendly and highly experienced, offering you the exact support you need. We are passionate about empowering everyone to make their own choices about their support. Our intuitive digital tools simplify managing your disability funding, and our Customer Experience Centre and Coaches are always ready to assist you.

"The respite provided by IF has been life-changing for our family. It has reduced our stress levels and allowed us to maintain a healthy balance while ensuring our loved one receives the care they need."

"The flexibility to choose our support workers and schedule care according to our needs has been invaluable. It has allowed us to tailor the support to fit our unique circumstances and promote independence."

"IF has opened up opportunities for social, recreational, and educational activities that were previously inaccessible. It has helped me develop social skills, emotional regulation, and reduce isolation."

Contact Us

0508 462 427

info@manawanui.org.nz

<https://www.manawanui.org.nz>



**We hosted 22 meetings for our customers all over NZ to learn and connect with other IF users.*

What We Do

At Manawanui, we believe self-direction is a fundamental human right.

As a dedicated social enterprise, we are committed to empowering our customers to make their own choices and live their lives on their terms. Since 2004, we have been the pioneering leaders in self-directed disability funding in Aotearoa New Zealand.

Our advanced digital tools and expert services make managing your funding easy, giving you more control and flexibility. With us, you can spend less time on administration and more time living your life the way you choose.

We help with:

- Individualised Funding
- Self-Managing Service
- Payroll Service
- Third Party Payments
- Employer Protection Insurance
- Workforce Scheduling
- Employ, Bespoke Recruitment
- NZQA Training
- Health and Safety

How We Helped

Ryder, a remarkable guide dog, has become an unwavering source of freedom and companionship for Laura, his handler. The skills he acquired during his training have been life-changing for Laura, empowering her to overcome challenges and embrace new opportunities. Whether it's walking her children to school or confidently navigating public transport, Ryder has proven to be an indispensable asset in her life.



Contact Us

0800 24 33 33
info@blindlowvision.org.nz
<https://blindlowvision.org.nz/>



What We Do

Blind Low Vision NZ has been supporting blind, deafblind, and low vision New Zealanders for over 130 years. We aspire to create an Aotearoa New Zealand that is inclusive for all those with blindness, deaf blindness, or sight loss. Our services are designed to enhance independence and quality of life:

- **Mobility Training:** Services to help you get around.
- **Guide Dogs:** Trained guide dogs help people move safely and confidently while also being wonderful companions.
- **Community Support:** Helping people connect with each other through shared interests and activities.
- **Accessible Library:** For knowledge and cultural enrichment.
- **Employment Readiness:** Preparation for career stability.
- **Technological Assistance:** Get support for your accessible technology needs.
- **Online Webstore:** In partnership with Vision Australia to offer Kiwis the latest in accessible technology and equipment.

These services ensure that everyone in New Zealand who is blind, deafblind, or low vision can live the life they choose.



How We Help

ATSNZ provides a Disability Expo in Auckland and in Christchurch. If your organisation works with people with a disability or you provide relevant services or products, the ATSNZ Disability Expo is your opportunity to be seen as a leader in the disability community. The Expo continues to provide high value opportunities to engage with a wide range of disability service providers, relevant Government departments and people who live with a physical or mental disability, their caregivers and families.

ATSNZ Disability Expo is about bringing a diverse range of products and services together under one roof for the community of people with disabilities, their families, caregivers, seniors, and healthcare professionals. It's about introducing opportunities that can enrich your life ...especially ones that you never knew were out there.

People with disabilities, both physical and mental, are continually looking for ways to make life better - now and for the future. They are actively seeking out the best options from a variety of sources, the ATSNZ Disability Expo being one of those sources. Potential clients with disability are faced with many options and decisions to make about the services and products they require. **The Expo can help them make informed decisions.**

Contact Us

admin@atsnz.org.nz
<https://atsnz.org.nz/>

What We Do

Assistive Technology Suppliers New Zealand are a not for profit association for assistive technology suppliers nationwide.

Their broad aims are:

To give rehab suppliers a voice which:

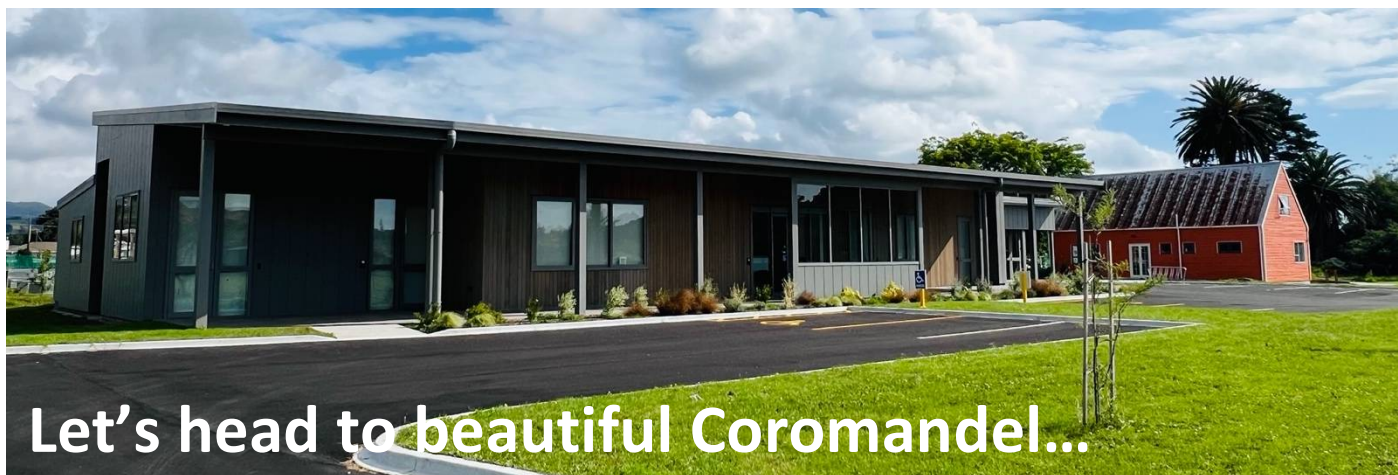
- Has a positive influence on Government policy through a representative, unified approach
- Educates Government and other stakeholders about our industry
- Promotes a robust, competitive and commercially viable marketplace.

To improve the quality of equipment provision by:

- Supporting the ongoing training and education of Allied Health Professionals (AHPs) and prescribers
- Promoting ethical business practices which safeguard the interests of the end user
- Participating in the development of appropriate and cost-effective product standards.

To develop alliances with all industry stakeholders.to:

- Drive continued improvements in outcomes for end users
- Minimise the total lifetime costs of equipment
- Ensure an open, fair and competitive market.



Let's head to beautiful Coromandel...



What We Do

CILT is a broad based social services agency providing support to the people of the Upper Coromandel Peninsula.

Our vision is a strong and supportive community where everyone feels valued, included and empowered to overcome challenges, embrace opportunities and reach their full potential.

We work together as a community, responding to needs as they arise and finding ways to support and uplift one another.

Through collaboration and collective effort, we will create a stronger, more connected and resilient community where everyone has the opportunity to thrive.



How We Helped

Te Mana Tangata is one of our longest running programmes, formerly the Work Co-op, we have been supporting people with disabilities or barriers to participation to get out and about in Coromandel Town since 1994.

Te Mana Tangata is more than a programme, it is a whānau. We spend our days sharing kai, cooking together, gardening, making art, learning new skills and volunteering in the wider community.

We welcome people from all walks of life to a safe, inclusive space and provide opportunities for people to learn, share their knowledge and participate in new and different activities.

Over the hill, in Whitianga, our team at Artists in the Making get together 3 times a week to use lots of different mediums to create beautiful works of art. Drawing, painting, mosaics, felting and more - whatever they dream of, they are supported to do.

Regularly participating in local exhibitions, taking trips to visit local art studios and spending quality time together our Artists in the making whānau are always learning and creating.

Contact Us

07 866 8358

resourcecentre@cilt.org.nz

<https://www.cilt.org.nz/>



Now we visit the stunning Bay of Plenty...



**DISABILITIES
RESOURCE CENTRE**
one call - countless resources - endless opportunities

How We Helped

In the first six months of 2025, our Information Service delivered two highly impactful public hui, demonstrating both the importance and strong demand for these sessions in a small-town community.

Our first event, the Disability Networking Hui, brought together 32 service providers with a panel of sector leaders – our CEO, NASC Team Leader and Community Care Co-ordination Team Lead. The hui fostered valuable new connections and collaborative discussions, enabling providers to better support tāngata whaikaha/people with disabilities and their whānau. The follow-up Public Hui created a safe space for open kōrero, where community members could directly engage with sector leaders and share the challenges they face in accessing tailored support.

The second major event, a Neurodiversity Workshop for parents, whānau, and carers, attracted nearly 100 registrations, a clear indicator of the urgent need for these opportunities in our region. Attendees left with practical resources, renewed confidence, and stronger connections to local and national support networks.

Both events reinforced that in smaller communities, where services are limited, providing accessible, high-quality information and opportunities to connect is critical.

What We Do

Need to know how to get a mobility parking card? If your parents are entitled to free Home Care? Which support groups are available in the community? We have the answers! Our services include:

- Disability Information and Advice
- Supported Independent Living
- Vocational services
- Specialist Field Officers
- Homecare services



Contact Us

0800 227 363
information@drct.co.nz
<https://www.drct.co.nz/>



What we do

Allies Aotearoa operates as a small collective of Independent Facilitators.

We hold no government contracts and work directly with individuals, their families, and agencies all around Aotearoa NZ.

Our family service focuses on the areas that we understand are of great assistance to individuals and their families as they work to identify and create a good life:

- Create our vision for the future.
- Build our networks.
- Secure our DSS funding.
- Recruit our support team.
- Family Coaching.
- Training.

We also work alongside agencies who are assisting people to live a good life. This work is usually in the form of:

- Supervision and Coaching.
- Staff training.
- Service design.

Find out more

You can find out more about all we do at Allies here:

<https://alliesaotearoa.co.nz/>

How we Help

Being independent means we can be neutral and unaffected by the red tape that comes inherently with government contracts.

As a result, we are able listen deeply to the needs of each individual / family / agency and provide support that meets their real and pressing needs. We tailor our service to what people need as opposed to asking people to fit into pre-formulated service offering.

Here is some of the things people have said recently about working with Allies:

"I have been in this role for eighteen months now I learnt more about the NASC in that one hour than in the entire last 18 months!" (workshop participant)

"Revisiting PATH plans in adulthood has helped lift the blinkers that kept us caught in the daily grind. Having this external support to help map the journey was vital, we couldn't have done it ourselves" (family collective)

"Where involvement with Disability Support Services can sometimes leave you in tears, with Tony's help our only tears were tears of relief and happiness" (parent)

Onward we go to the mighty Waikato...



Your Way | Kia Roha

How We Helped

An education professional reached out to us on behalf of a family with three children, two of whom are autistic and one who may also be awaiting diagnosis. The family hoped to access funding for an outdoor playground, a resource that can play an important role in supporting sensory regulation, developing gross motor skills as well as providing a break for the main carers.

However, due to recent changes in purchasing rules, they were no longer able to buy outdoor equipment using their carer support hours. We explored other potential funding options and quickly provided the family with clear information about alternative channels they could pursue.

As with all our enquiries, we made sure the family knew they were welcome to return for further guidance or help with applications.

The feedback we received highlighted the difference this made:

"Gave options to check different channels for funding which I'm grateful for. Thanks for the quick response and support."

Contact Us

0800 008 011

ask@yourwaykiaroha.nz

<https://www.yourwaykiaroha.nz>



What We Do

Your Way | Kia Roha is a charitable trust dedicated to helping disabled people thrive, living the lives they choose in their communities.

We know that a good life has many components, and we connect people with the information, resources, organisations and services that support people to live well. This might be places to seek funding, a peer support service, or help navigating the disability or education system.

Our Disability Information and Advisory Service has a community-based presence in Hamilton and Tairāwhiti where we provide information and advice to disabled people, whānau, and professionals through:

- In person walk ins and meetings
- Phone calls
- Emails
- Whatever communication method suits people best

We also have a Live Chat service on our website, where people can connect to us immediately for answers to their questions. Our reply by our Information Team is immediate and offers another way for people to connect to us.

We also provide a Disability Supports and Services Directory on our website where people can find supports and services in their community. The Directory has filters for: age, region, type of support or activity and cost. We are strongly connected to our Learning service that offers workshops and trainings, as well as to our Altogether Autism team.



PARENTS OF VISION IMPAIRED (NZ) Inc.

Our Mission: "Supporting and empowering parents and whānau"

Who we are

We are a parent and whānau led organisation that provides support and advocacy for parents and families who have a blind, low vision, deafblind or vision impaired child/young person. There is no cost to enrol. As a national charity, our members come from across the country

How We Help: Connection

We connect parents and whānau with a supportive community of parents. We offer advice, information, and opportunities to meet other parents.

We have a quarterly magazine (eVision), regular newsletters, and a members-only Facebook group where parents and whānau can ask questions, share information, and network.

We run an annual conference, where parents can get together for a longer time, have a little respite, learn about the sector, and connect with others in a relaxing setting.



Our parent Liaison makes contact with new parents and runs a monthly coffee group in Auckland. When we travel, we aim to connect with local parents as much as possible.

How We Help



PVI takes an active part in consultations, policymaking, both inside and out of disability sector.

Our aim is to make sure that the voice of visually impaired children and their families is heard by government ministries, schools, councils, and other organisations. We work alongside others in the blind sector and get involved in policy and consultation exercises as much as possible.

Contact Us

Website: www.pvi.org.nz

National Executive Officer: Dr Rebekah Graham | Email: rgraham@pvi.org.nz

Parent Liaison: Rosemary Cox | Email: rosemary@pvi.org.nz

Spend a day in sunny Hawkes Bay...



How We Helped

Several representatives from local secondary schools recently voiced their concerns about post-school options to the Schooling Lead Adviser, as well as the Hastings and Napier Service Managers at the Ministry of Education (MoE). Following this, our Information Coordinator was contacted, and a meeting was held at our centre with teachers from various local secondary schools.

Prior to the meeting, our Information coordinator had been developing a practical transition resource, collaborating with school contacts, Disability Coordinators from Ministry of Social Development (MSD), local community organisations, and Service Managers from MoE. The resource was well received, praised for its clarity and usefulness. Several schools requested additional copies.

During the meeting teachers expressed their concerns about post-school futures with our advisers. Through open discussion they gained greater confidence in the range of services available, including centre-based and community-based options personalised to each young person's needs and whānau circumstances.

Feedback from teachers confirmed the resource as a vital tool during the transition stage not just for funded students but also for those who may fall between the cracks.

What We Do

Our mission: *"To promote independence by offering a quality service to enhance inclusion in the community"*

Disability Resource Centre living life connected recognises the life-changing power of genuine connections, ensuring our services remain relevant and responsive to the needs of each other.

We provide facilitated support and guidance for:

- Personalised social and community connections
- Transition from school to community
- Employment services
- Disability Information Advisory Service (DIAS)
Disability Information Advisory Service



The Bollywood dance group took the stage at International Cultures Days, performing with charisma and confidence.

Contact Us

06 873 8210

information@drchb.org.nz

<https://www.drchb.org.nz>

www.facebook.com/drchb



Now we head west to majestic Taranaki...



**Taranaki Disabilities
Information Centre Trust**

The Taranaki Disabilities Information Centre began helping people in 1984. As a registered Charitable Trust our mission is:

To provide accessible resources which will empower people with disabilities, to make personal choices about their life.

How We Helped

Dad of a disabled adult son that stays with him on weekends wanted to know if there were any activities the son could join with or support that he could access. His son was a farmer before he had a stroke so was fit and outgoing in the past but not able to do these things now.

After establishing he was not aware of the Stroke Foundation, what was available or if his son was registered with them he was given contact details for local contact. The son was known to the Stroke Foundation but the parents were living apart and information had not been passed on to dad.

Outcome: Dad is now better informed.



What We Do

We provide services to people with disabilities, their families and whanau, older persons, those working in the sector, and to anyone who has an interest in finding out how we can make our communities more inclusive. Our services are:

- Free Disability Information via phone, email and face-to-face.
- Disability Responsiveness workshops.
- Presentations to groups on Disability, Health and Mobility
- Assistive products and mobility equipment for purchase or hire to support daily living. Check out our Centre showroom.
- Accessible Taranaki advisors available to provide advice on creating accessible indoor/outdoor environments
- Mobility Scooter loan service for Pukekura Park and the waterfront walkway.

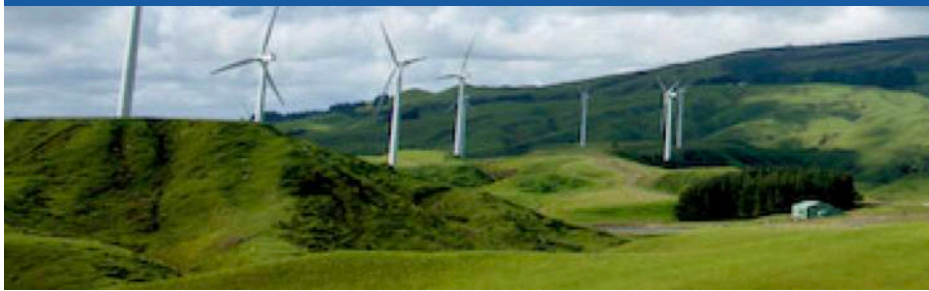
Contact Us

06 759 0019

info@taranakidic.org.nz

<https://www.taranakidic.org.nz/>

Let's visit the Manawatu – Whanganui region



How We Helped

EASIE Living Outreach Manager Lesley shares:

"I recently delivered a Falls Prevention presentation to the **Arthritis group in Whanganui** alongside our Occupational Therapist, Kate. Our session focused on practical strategies to support balance and mobility, including the use of assistive equipment, the benefits of exercises, addressing home hazards and more.

During the session, one member shared her challenges with walking due to severe joint pain and fatigue caused by arthritis. She had experienced two falls in recent months and was now avoiding going out due to a fear of falling. We discussed the potential benefits of using a walker to provide her with added support and stability. Initially, she was hesitant, expressing embarrassment due to her young age. However, after trying the walker, she quickly felt safer and more confident.



She was extremely grateful for the advice and the opportunity to trial the equipment, which gave her a renewed sense of independence and reassurance.

While presenting to a **Kaumātua group in Whanganui**, I had the privilege of meeting a warm and inspiring group of elders who generously shared stories and kai while supporting one another.

A few weeks after the visit, a lovely Kaumātua called who was finding it increasingly difficult to walk long distances. Remaining active in the community was very important to him, but he didn't always feel comfortable asking for transport support.

After gathering the necessary information, I submitted his application to the Lottery Grants Board. I'm hopeful he can maintain his independence and continue enjoying life with greater freedom and confidence."

What We Do

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa. Every year our team of 195 are busy supporting or directly managing over a hundred thousand requests for services each year. This includes providing disability information and advice nationally through [Firstport.co.nz](https://www.firstport.co.nz).

We work alongside Disability Support Services, ACC and Health New Zealand as well as 5220 assessors, 572 suppliers and subcontractors; and thousands of members of our disability community.

EASIE Living is the Enable NZ local disability information and advice centre and store. The team at EASIE Living support our disabled and injured community in the Manawātū - Whanganui region. This includes an online store providing equipment and advice.

Contact Us

0800 362 253

enable@enable.co.nz

<https://www.easieliving.co.nz/>

As the sun sets we arrive in Wellington...

RAKAUOTEORA
WELLABLE



**DISABILITY INFORMATION
& EQUIPMENT SERVICES**
WELL-ABLE.ORG.NZ

How We Helped

Miss L first connected with us at our Transition Expo. She was there to find out information for her autistic sister, but when she heard about our service providing whole life information, she was very happy.

Her family were dealing with multi-generational disabilities, and it was falling on L to try and help the whole family. She was dealing with her own mobility challenges and was feeling very overwhelmed by the lack of help. She wanted information and guidance to assist her with navigating the multiple challenges they were facing.

We provided information on:

- Support to help navigate their doctor to obtain a dementia diagnosis for her father
- Information on local NASC support and how she can assist her sister to better navigate the services
- Private in-home care providers to assist in providing care for her terminal grandmother
- Assistive equipment information

L visited our Centre to look at assistive equipment and told us how grateful she was for all the information and guidance we provided. She was feeling a lot more optimistic now that she had clear information and a pathway forward. She said she was so happy to know that there was one place that she could go to for all her questions.



What We Do

Our mission is to provide greater choice and life control for disabled children, adults, and their families/whānau, through the provision of quality and practical individualised information.

We have a Centre in Paraparaumu as well as a Mobile Service that enables us to provide a responsive disability information service throughout the Wellington region. We can target our information distribution and widen the reach of our service, ensuring people and communities throughout the Wellington region can access quality disability information, support and resources.

Our Transition Expo 'What's Outside the Box?' is a regionwide expo that helps rangatahi to think creatively about what a life for a disabled person could and should be like.

We also facilitate Accessibility Awareness workshops that create opportunities to rethink ideas about disability, shift perceptions about disabled people and encourage creative and effective designs for inclusive services.

Contact Us

04 298 2914

info@well-able.org.nz

<https://www.well-able.org.nz/>



How We Helped

Employment Support

“Deaf Aotearoa helped me find a job and then gave Deaf culture and NZSL training to my boss and other staff which made me feel more comfortable and confident at work.”

Hauora Coordination

“Before, I was really unhappy and I didn’t know what to do. I’m surprised at how easy it was to come up with a plan and how much of a difference it has made.”

First Signs

“Watching our son’s language development is fantastic. First Signs gives us the skills to communicate as a family.”

iSign

“I use NZSL interpreters at my work meetings so I can understand what’s going on and have my say. Without an interpreter it’s really hard and a lot of miscommunication happens.”



www.isign.co.nz

Freetext 3359

Email bookings@isign.co.nz

Call 0800 934 683



What We Do

Deaf Aotearoa is a non-government organisation representing the voice of Deaf people, and it is the national service provider for Deaf people in New Zealand. Deaf Aotearoa is an advocate for positive change supporting the Deafhood journey of identity and culture.

Services we offer include:

Adults & Seniors Services

- Hauora – Needs Assessment & Service Coordination (NASC)
- Disability Information Advisory Service (DIAS)
- Employment support
- Hearing Assistive Technology

Children & Youth Services

- First Signs
- Youth Transition

Access

- iSign Interpreting Services
- Advocacy & Advice
- Adult Community Education (ACE)
- NZSL Switch (NZSL Translation service)
- Deaf Awareness and NZSL Classes

Contact Us

0800 33 23 22

Freetext 8223

hello@deaf.org for General enquiries

Duty@deaf.org.nz for Needs Assessments

<https://www.deaf.org.nz/>



What We Do

People First New Zealand is a Disabled People's Organisation (DPO) which means we are run by and for people with learning (intellectual) disability.

We make sure people with learning disability have and know their rights and that our communities are inclusive across Aotearoa New Zealand.

The work we do is run by and for the People First NZ members who are people with learning disability.

The members belong to local groups where they learn about self-advocacy and have opportunities to speak up in their local communities, regional meetings and national networking events.

We provide:

- Disability information and advice service (DIAS)
- Learn with Us – Courses that are made by and for people with learning disability
- Make it Easy – Easy Read translation service
- Consultations
- Speaking up nationally and internationally

How We Helped

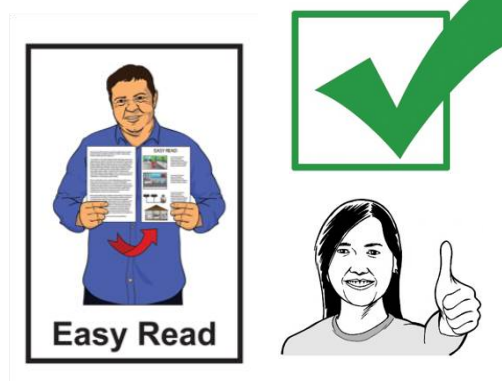
We have held many meetings locally and regionally where members talk about self-advocacy, speaking up and rights. We attended 20 information stalls this year to promote People First as well.

Members have taken part in government and non-government consultations and advisory groups.

We have run courses all throughout Aotearoa New Zealand for Money Smarts Made Easy, Speaking Up and Enabling Good Lives

Our Make it Easy translation service has been translating information into Easy Read since 2012.

In the 2024/2025 year we completed 260 translations. We see ourselves as the holders of the Easy Read standards in New Zealand.



Easy Read has been developed to support people with learning disability to understand written information.

Contact Us

0800 20 60 70
ask@peoplefirst.org.nz
www.peoplefirst.org.nz/
www.makeiteasy.org.nz
www.learnwithus.org.nz

Now we head south to Canterbury

Aspire Canterbury has been a valued part of the disabled & elderly community in Christchurch since 1982.



What We Do

Based in the Braintree Wellness Centre, our warm and friendly team provides a welcoming hub for people with a disability, whānau, carers, and professionals. Aspire provides support, resources, information and products to inspire independent lives. We provide a range of services including:

Disability Information: We provide free unbiased disability and health-related advice and navigation for individuals, whānau and professionals.

Shop and Hire: Buy and hire products to help keep people independent and thriving. Our staff provide expert advice and support.

Mobile Service: Connecting with the community and removing barriers by bringing our products and services to people in their own communities.

Events: Providing opportunities for connection, education and empowerment. Regular coffee groups, educational seminars and an annual Transition Expo with over 50 stallholders.

Total Mobility: Providers of the discount taxi scheme which gives eligible access to discount taxi fares, reducing transport barriers.

Pass Forward: We regularly accept donated items and pass them forward to the disability community.



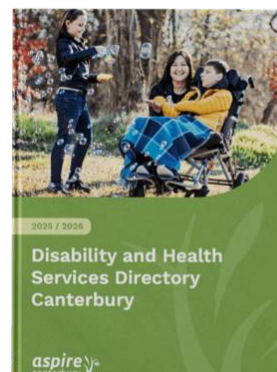
How We Helped

Aspire has supported over 10,000 people Canterbury in the last year, whether that's by providing a total mobility card, helping them access the right equipment, navigate disability services, connect into the local community and much more.

We run the Next Steps Expo, one of the highlights of the calendar, which grows each year. This year we had 8 enterprise stalls, 50 stall holders and 600+ attendees who enjoyed performances, cooking demonstrations and a safe sensory space. Check out the video highlights on our website!

We also host Thrive, a series of talks and peer support run by a disabled people for the disabled community, with a focus on developing the tools to thrive in life. This group has big plans in the coming years.

This year we relaunched our website, with new accessibility features. We also updated and reprinted our disability and health services directory, with over 300 providers in Canterbury. It's available digitally on our website and in print.



Contact Us

Find us at the Braintree Wellness Centre
70 Langdons Road, Papanui
www.aspirecanterbury.org.nz
support@aspirecanterbury.org.nz
0800 347 242



Onward to the stunning West Coast...

What We Do

West Coast Disability Resource Service provides information, support, and advocacy for disabled people, their Carers, and whānau across the Buller, Grey, and Westland Districts—a geographically vast and rural area spanning over 540km, with no public transport network.

Our Supported Learner Programme delivers life and social skills in a fun, inclusive setting for people with physical and intellectual disabilities. We also offer Supported Art4Me, a tutor-supported space where artists can develop their own projects.

This year, we launched a Sensory Library in response to community demand for affordable sensory equipment.

Based on the toy library model, it allows individuals to borrow items for two weeks—offering a low-risk way to trial sensory aids, learning tools, stimulation devices, and movement therapy equipment.

We also provide guidance on purchasing and funding options.

We continue to collaborate with other organisations to bring valuable training and opportunities to the West Coast.

How We Helped

A local West Coast resident living with limited mobility reached out to our service after becoming increasingly isolated at home. Without access to reliable transport, he could no longer visit his whānau, attend community events, or complete essential errands—significantly affecting his wellbeing and connection to others.

Our team supported him through the process of applying for a Lottery Individuals with Disabilities Grant to purchase a mobility scooter. We helped gather the necessary documentation, liaised with suppliers, and guided him through each step of the application.

The successful grant enabled him to purchase a customised mobility scooter, restoring his independence and quality of life. He now regularly:

- Visits his whānau and watches his moko play rugby
- Accesses the local library and community spaces
- Shops independently and attends local events

His story is a powerful reminder of how timely, tailored support can restore dignity, mobility, and connection.

Contact Us

03 755 8700

info@wcdrs.org.nz

<https://wcdrs.org.nz>



*Supported Art4Me Artwork
By Warren*



What We Do

Livingwell Disability Resource Centre provides free disability information, advice, and access to resources that support independent living for people across the Otago region.

We pride ourselves on delivering trusted **Information, Assistive Products, and Community Connection**, offering:

- Access Advice
- Support Services Directory
- Weekly electronic DIGEST with local and regional events and notices.
- Weekly radio updates on OAR FM
- Disability responsiveness Workshops and Education
- Assessments for the Total Mobility subsidised transport scheme
- Mobile Service reaching rural and remote areas
- Continence product service
- Assistive Products for sale and hire
- Fieldworkers bimonthly meeting
- Access for All monthly meeting
- Online shop

Contact Us

0800 115 891

info@livingwellcentre.nz

<https://livingwellcentre.nz/>

10 George Street, Dunedin

How We Helped

Every week we distribute an electronic **DIGEST** filled with health and disability-related updates and notices from organisations across our region, helping keep our community well-informed.

Each month, our Access Consultant and Educator contributes a special forum in the Digest, **Ask John**. As a wheelchair user and a highly respected voice within the disability sector, John's foresight and practical advice are invaluable.

We regularly receive feedback from community members who say John's wisdom has been incredibly helpful in navigating everyday challenges and opportunities.

"Thank you so much for the very helpful information in 'Ask John'. It has motivated me to do 'a bit more' to allay stiffness in my aging body. The list of foods including the things needed for good bone health was extremely helpful also".

DIGEST reader



We reach the end of the road in Southland...



How We Helped

We had a lovely older gentleman come into our Centre needing assistance with his wheelchair that he had purchased from a company in the north island.

The chair was faulty and needed to be fixed however the company was insistent that there was nothing wrong with it.

Luckily, we were able to assist him and liaised with the company and managed to get them to agree to fix his chair.

He was so appreciative of our help and patience communicating with the company on his behalf.

What We Do

- Provide a disabilities information service to people with disabilities, their whanau, health providers, other agencies and the public.
- Provide cost effective supplies for clients and their whanau.
- Work with other NGO and government agencies in a collaborative way to remain connected in the community.
- Provide information about other services to assist people where they have issues beyond the scope of our services.
- Provide up to date and relevant information via Facebook, our website and printed material.
- Participate in community events to inform the public and other providers about what we do.
- Provide Total Mobility assessments so people can access the Government's half-price taxi scheme.
- Our area includes Invercargill, Gore and all of Southland to Te Anau, Queenstown-Lakes District to Gibbston Valley.

Contact Us

0800 100 531
info@drcsouth.co.nz
<http://drcsouth.co.nz/>





What We Do

As well as providing disability information some of our Centres can provide facilitation for people wishing to find meaningful connections in their community and to find their own pathways to a good life.

Pathfinder is a short term service where people (the Pathfinders) can work with a Facilitator. Initially the Pathfinder will define their goals and a work on a plan of how they want to achieve them. The Facilitator will provide information, advice and introductions to supports and resources in the local community that can assist the Pathfinder.

The service is for Pathfinders - they are disabled people, tāngata whaikaha Maori, Pasifika disabled and family, whanau, aiga who wish to understand their local natural, universal, mainstream and funded support options and activities, and would benefit from a supported decision-making approach.

The Pathfinder Facilitation Service helps people gain skills and confidence to choose and to follow the pathways that will lead to their good life. They will develop an understanding of the natural supports available; build genuine and sustainable natural networks; develop an understanding of funded community services, resources and organisations to most effectively support them, and make informed decisions about how they would like to be connected to their community. It also helps to lessen people's reliance on NASC.

The services may not be available in all areas yet but we hope to roll Pathfinder Facilitation out through all of our Centres in the near future.



How We Helped

"Our facilitator has been an angel to our family. After trying elsewhere for nearly a decade for support we finally have some help thanks to her and Pathfinder facilitation. Practical, kind, knowledgeable and innovative, She is an amazing person with a huge amount of empathy. When everything has felt overwhelming and tough, she has been there with a kind word, a helpful suggestion or just a hug. There is no way myself or my children could have coped with the events of the last year without her guidance, expertise, and support. This is an invaluable and incredible service, and I am beyond grateful for the life-changing support my whānau has received. Arohanui"

"Pathfinder facilitation has been an absolute saviour, I don't know how I would have gotten through these last few months without help & every time I'm stuck on something my facilitator gets straight to work & finds solutions, she is an absolute treasure. I so appreciate the service provided, thank you for providing this amazing service really takes some of the stress & pressure off".

Contact Us

nationalcoordinator@thefederation.nz
<https://www.disabilityinformation.nz/pathfinder-service>



What We Do

The Federation Academy is owned and managed by the New Zealand Federation of Disability Information Centres.

This initiative was originally planned to provide training and micro-credentialling for staff working in our Member organisations, however, many other organisations in the sector have expressed their interest in having relevant, easily accessed and reasonably priced training available for their staff. Therefore the Academy provides many Courses that are open to anyone.

Our Courses are built and maintained on the iQualify platform. This is an online learning environment that enables students to access learning at their convenience, any time and any place, on any device. It can only lead to better outcomes for our learners and their employers.

Students who successfully complete our Courses are awarded an Open Badge. Open Badges are verifiable and portable with embedded metadata about skills and achievements. Our badges comply with the IMS Open Badges 2.0 standard and are shareable across the web. Once awarded, third parties can check out the validity of the badge, see who issued it, when it was issued, and the criteria used for awarding the badge. Badges are designed and issued by us, then they're verified by iQualify.

We also provide students with a Certificate that they can print and display in their workplace.

We are developing new facilitation courses so please let us know if you would like further information on these.

Our Courses

Building Inclusive Communities is our premiere Course specifically designed for those new to the disability sector. It is also for those who want to know more about how we can work together to ensure our communities are inclusive and accessible to all people living, working and playing in them.

We also have our new BIC Short Courses. These are based on the modules that make up the Building Inclusive Communities course and allow you to pick and mix which of the six Courses you would like to do. The courses are:

- Disability Policy and Legislation
- Supported Decision making
- Community Connections
- Collaboration
- Disability Responsiveness
- Cultural Responsiveness

All students undertaking our Academy Courses are fully supported by our Facilitators who are always happy to guide and assist you.



Yaquin Yao of Disability Connect receives her Certificate for completing the Building Inclusive Communities course.

Contact Us

0800 693 341

academy@thefederation.nz

<https://www.theacademy.nz/>



The Federation Training Conference

Facilitating excellence in our work through interactive training sessions, networking and recognition of achievement.

What We Do

We bring together people who work in our member organisations for two days of training. Many of these people work in relatively isolated positions and the conference gives them the opportunity to share their knowledge, and to learn from others in similar positions.

Our presentations are only 'lightly' academic with a focus on hearing the voices of disabled people telling us how we can help them. Sessions this year included Artificial Intelligence, Transition Events, Pastoral Care, My Business Starter, Aotearoa Disability Law, Vision Planning, Autism Panel and an update from Chris Bunny from MSD - Disability Support Services. These sessions generated great interest and challenged us to keep thinking and keep learning.



Chris Bunny, CEO of MSD Disability Support Services, updated us on progress towards stabilizing and strengthening the Disability Support system.



Our Panel talked about the realities of living with Autism.

A special feature of the event is our Annual Awards Dinner. This is where we recognise and celebrate excellence. This year the Award for Information Specialist was won by Denise Hoffman of Disability Connect. The Leadership award went to Abdulla Shiblaq of Yes Disability. Member of the Year was awarded to DRCT in the Bay of Plenty, and the Diane Rangi Innovation Award went home to Enable NZ. Our special Richard Blakeborough Communications Award was won by Disability Connect.



The Disability Connect Team accepted the Communications Award from Richard Blakeborough's family.



**The
Federation**
of disability information centres

Acknowledgements

First and foremost, we acknowledge and respect the people who allowed us to share their stories. While some of the photos in this report are stock, others have been supplied by our members with the permission, and the encouragement, of the story's stars!

We acknowledge our Federation members who have provided such a rich tapestry of the work they undertake on a day to day basis in the communities they serve. There were far more 'stories' than we could include here but we will continue to feature them via our websites and social media.

We acknowledge the Ministry of Disabled People - Whaikaha for encouraging us to demonstrate the difference Federation Disability Information and Advisory Services are making in their communities around the country. We also acknowledge the Ministry of Social Development - Disability Support Services, especially the Task Force undertaking the review, for talking with us and encouraging us to continue to develop services via our member centres. The strength and the potential of DIAS is seen as a "gem" that can help people find and manage supports in their own communities.

We acknowledge all funders of our member Centres nationwide. Without your helping hands it would be impossible to provide such a diverse range of services that have evolved from finding solutions for local problems.

Finally, we acknowledge the cities, towns, rural and remote areas our Centres serve. The willingness to collaborate and build inclusive communities with us has been amazing.

Contact Us

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