

IMPACT

Building Inclusive Communities
Together



New Zealand
Federation of
Disability
Information
Centres

IMPACT

2025-2026 Edition

Published by the
New Zealand Federation of
Disability Information Centres



www.thefederation.nz



admin@thefederation.nz



0800 693 342 or SMS 027 387 0908

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Disability Information Centres Inc.
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Accessibility

This publication has been designed with accessibility in mind but may not meet all needs. It is also available as an electronic file.

We have used the following AI to assist in the design of this report:
Canva Pro (free for charities).
ChatGPT Business (charities discount).



Dedicated to
everyone who asks
a question, everyone
who takes the time
to listen, and everyone
who believes that
the right information
can open the door to
new possibilities.

EXPLORE IMPACT

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Kia ora koutou

Welcome to this edition of IMPACT

It is with great pride that I present our IMPACT report which celebrates the collective achievements of our Federation, our member centres, and the dedicated people who work every day to ensure disabled people, their whānau, and communities, have access to trusted information, practical support, and opportunities to thrive.

Every day, people across Aotearoa ask us questions. Behind every one of those questions is a story of uncertainty, challenge, and hope - as they search for the right information.

Our 26 member organisations are here in those moments. They listen. They provide trusted information. They help people find options, explore possibilities and make choices.

As you read IMPACT, I hope you will see not only the breadth of our work, but also the lives that have been changed through partnership, innovation, and the unwavering commitment of our member centres across Aotearoa.

Thank you to the staff, volunteers, partners, funders, and the many individuals who contribute to this important work. Together, we continue to make information more accessible, strengthen community connections, and create lasting positive impact.

Noho ora mai

Lisa Martin

President



Connecting Communities Across Aotearoa

The New Zealand Federation of Disability Information Centres is a network of 26 trusted organisations working together to ensure every New Zealander can access the information they need to live the life they choose.

Across New Zealand, the Federation of Disability Information Centres promotes and supports the local provision of generic disability, health, and community information services.

These community-integrated services are needs-driven and focused on achieving the aims of the United Nations Convention for the Rights of People with Disabilities, the New Zealand Disability Strategy, and upholding the principles of Enabling Good Lives.

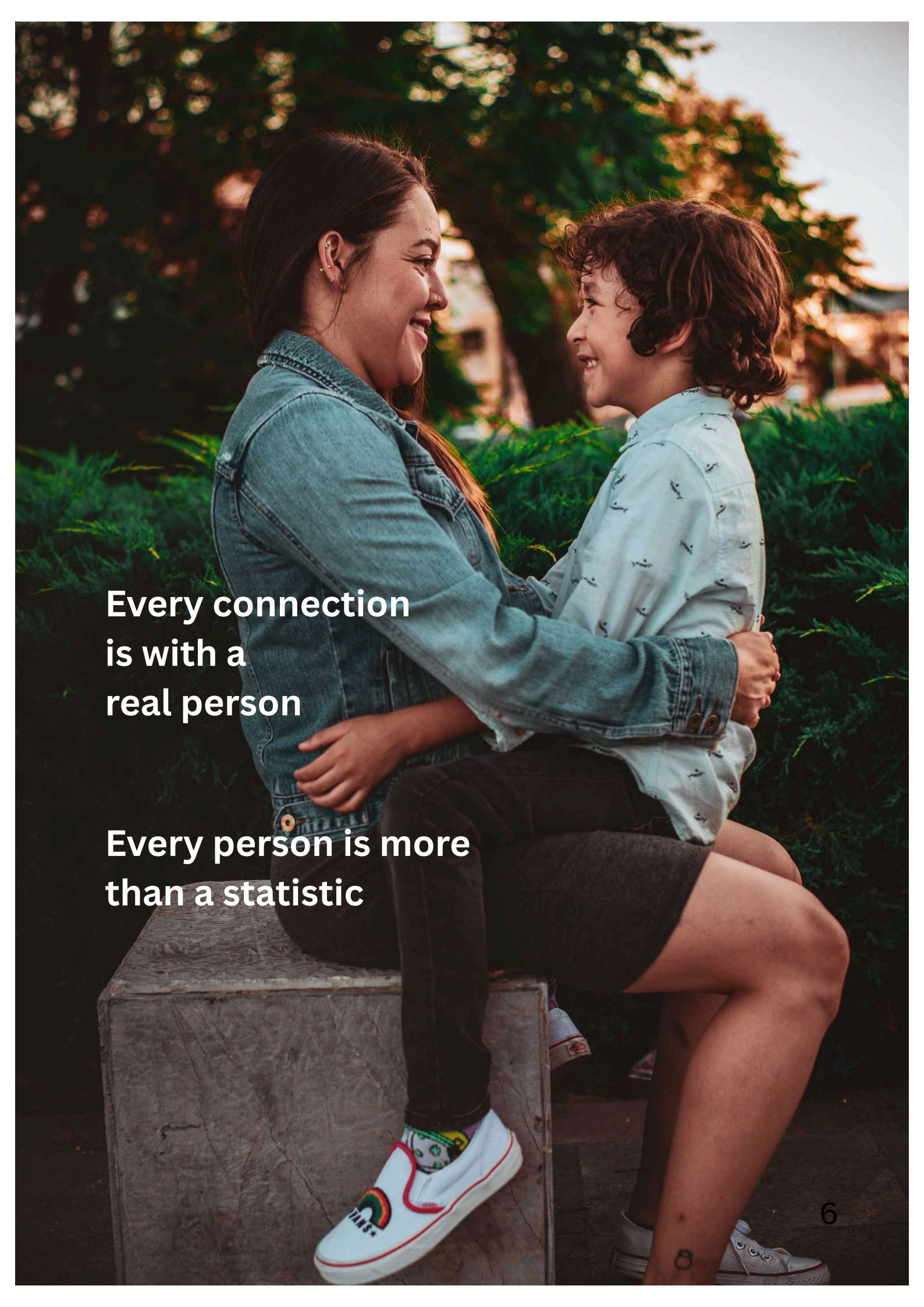
The Federation has facilitated a national professional network of community hubs responding to the needs of disabled people, older persons, and their whānau since 1989. Our 26 members network nationally, upholding established national standards through training and mentoring.

Centres handle nearly TWO MILLION information connections each year. Enquiries are wide-ranging and include access, assistive technology, education, employment, finance, mobility, and recreation.

Federation Centres are experts on their own communities and work collaboratively with associated organisations to overcome funding gaps, influence positive change, and create better opportunities for disabled people and their families.



**One network. 26 organisations.
Countless connections.
Stronger together.**



**Every connection
is with a
real person**

**Every person is more
than a statistic**

HOW WE CONNECT

Connections by Channel

Our members use a range of channels to provide trusted information and support to people across Aotearoa New Zealand.



PHONE / EMAIL

58,733
3.0%



FACE TO FACE

54,574
2.8%



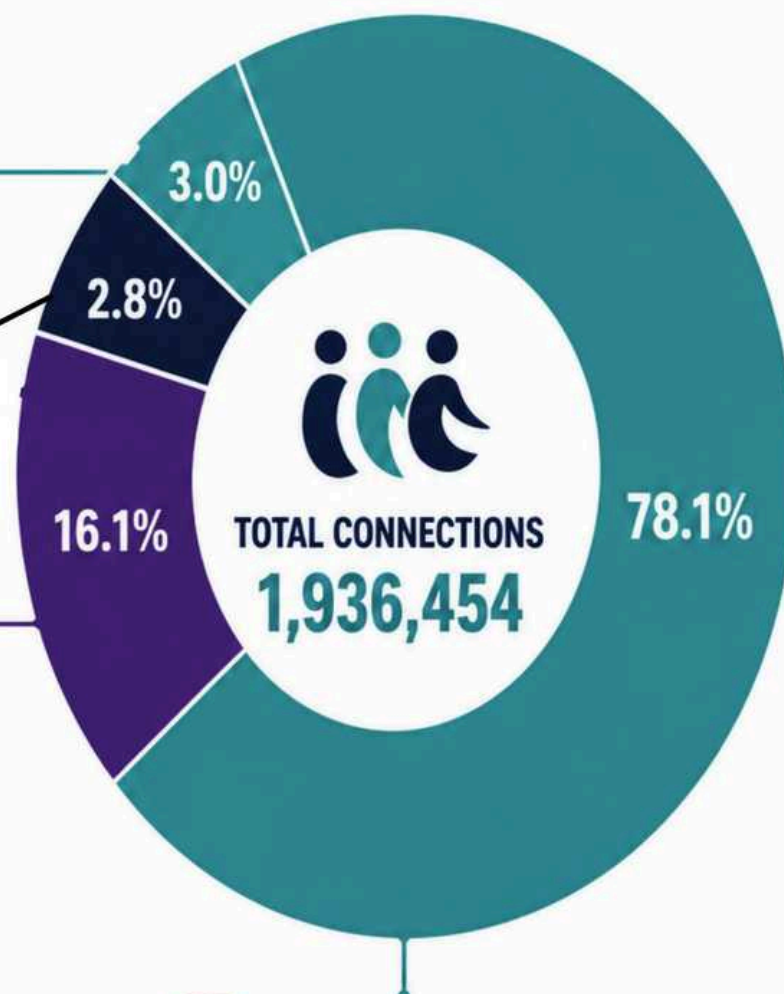
PUBLICATIONS

312,224
16.1%



**TOTAL
CONNECTIONS
1,936,454**

Across all channels
2025-2026



WEB / SOCIAL MEDIA

1,510,923
78.1%



Digital channels continue to play a vital role in connecting people to the information and support they need, when and how they need it.



Information



Connection

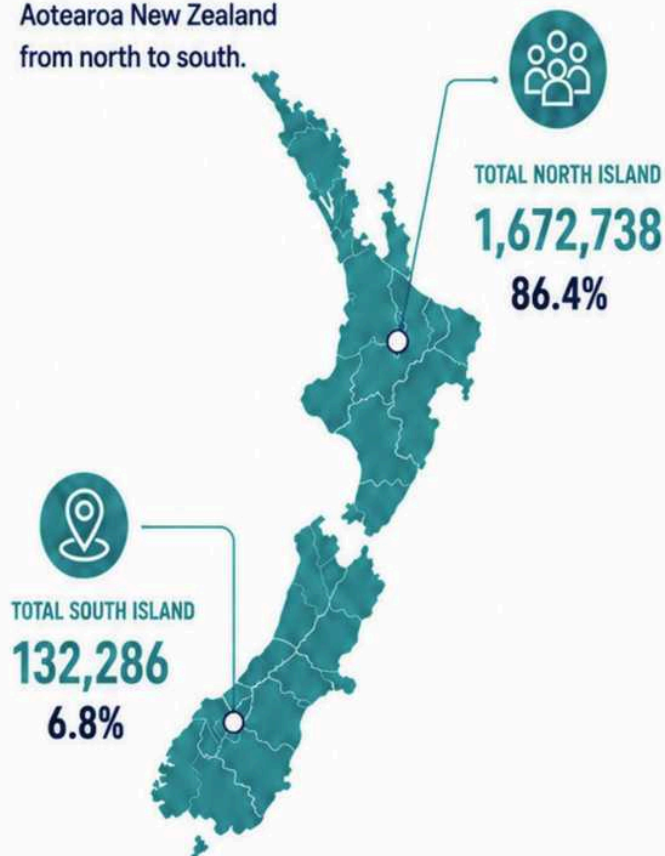


Impact **7**

OUR REACH ACROSS AOTEAROA

National Spread

Our member centres connect and support communities across Aotearoa New Zealand from north to south.



TOP THREE REGIONS

These regions have high populations of Māori, Pacific peoples and other ethnic groups.

1



AUCKLAND

986,881
51.0%

51.0%
of total

2



HAWKES BAY

293,498
15.2%

15.2%
of total

3



BAY OF PLENTY

230,315
11.9%

11.9%
of total



TOTAL (TOP THREE REGIONS)

1,510,694
78.0% of total

78.0%
of total



TOTAL CONNECTIONS

1,936,454



Our top three regions are home to communities facing greater challenges to wellbeing and inclusion.



High populations of Māori, Pacific peoples and other ethnic groups



High unemployment



Inadequate housing



Low income families



Poorer health outcomes



We are committed to standing alongside our communities, providing trusted information and support that helps build stronger, healthier, and more inclusive futures for all.

OUR SERVICE USERS

Māori and Pasifika Identity

We are proud to support tāngata Māori and Pasifika communities across Aotearoa New Zealand.



10.3%

MĀORI

of service users
identify as Māori



4.4%

PASIFIKA

of service users
identify as Pasifika



Together we create
accessible information,
stronger connections,
and positive impact
for our communities.



We are committed to
honouring Te Tiriti o
Waitangi, celebrating
diversity, and ensuring
our services are
inclusive and
accessible for all.



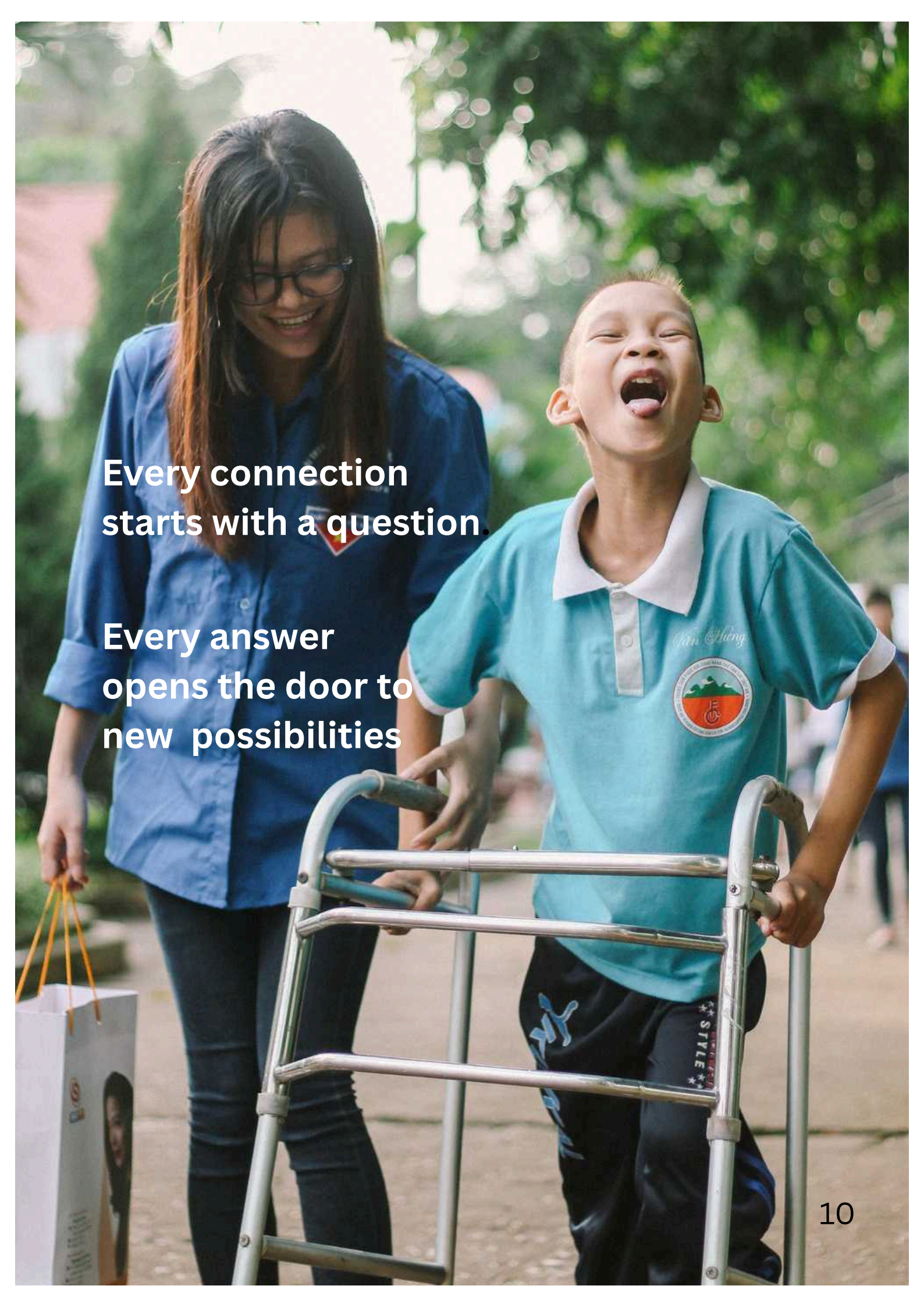
Information



Connection



Impact

A young boy in a light blue school polo shirt and dark pants is using a silver metal walker. He has his mouth wide open in a joyful shout. A woman with long dark hair and glasses, wearing a blue button-down shirt, stands behind him, smiling and holding the walker's handle. She is also holding a white shopping bag with orange handles. The background is a blurred outdoor setting with green trees and a paved path.

**Every connection
starts with a question.**

**Every answer
opens the door to
new possibilities**

BEGINNINGS

It all starts with a question...

- 💬 "My child has just been diagnosed. Where do we start?"
- 💬 "Where can I borrow a wheelchair?"
- 💬 "Can I get information in Easy Read?"
- 💬 "Who can help me get a job?"
- 💬 "How do I apply for DSS funding?"
- 💬 "Can I get help finding accessible housing?"

**Every question begins a different journey.
We are here to help people find answers,
connections and possibilities.**

WHERE TO BEGIN

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yes

*Young Minds,
Strong Futures*

**Trusted information.
Local connections.
Better lives.**



WHO WE ARE

YES Disability Resource Centre 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.

At YES, our focus is empowering disabled rangatahi. We move past NO to get to YES in a fun, challenging, and forever changing environment. Rangatahi whaikaha are passionate about co-designing and co-delivering all our projects and programmes.

As YES celebrates 20 years, our dream remains a future where centres like ours are no longer necessary because disabled people are fully included in society. But until that day, YES will remain—driven by disabled people, partnered with non-disabled champions, and making a lasting difference. — Sonia, YES CEO

CREATING POSSIBILITIES

Yes Disability Resource Centre -recognises the life-changing power of genuine connections through:

I.Lead

Empowering young disabled people with possibilities.

I.Drive

Supporting young people who want to learn how to drive.

I.Pride

Connecting queer disabled youth, it focuses on building self-worth, community connection, and positive identity.

Building connections

Through these initiatives, YES and I.Lead members across the country are seizing community opportunities, gaining independence, and building vital peer connections.

MAKING A DIFFERENCE

Our impact in action.

I.Lead is our largest movement, empowering young disabled people (ages 16–30) to have their voices heard. Members across Aotearoa participate in consultations and initiatives to facilitate positive community change. I.Lead is innovating how we connect by taking a "Showcase Days" tour to 10 locations nationwide.

These events celebrate, connect, and grow our youth-led movement while highlighting the impact and advocacy of disabled youth. To maintain this momentum, I.Lead will host its next national conference in Wellington this September.



SERVICE AREA



*Proudly supporting
Auckland communities and
New Zealand youth*

“
**Be bold. Be
brave. Be
youth.**
”

GET IN TOUCH



09 414 5360



**Lion Foundation House, Ground
Floor/3 William Laurie Place,
Albany, Auckland 0632**



info@yesdisability.org.nz



www.yesdisability.nz



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Making Daily Living Easier

**More than equipment:
trusted support,
practical solutions and
real connection**



WHO WE ARE

Since 1981, we have supported disabled people, older adults, and whānau across greater Auckland (from Franklin to Rodney).

Our Disability Information and Advisory Service (DIAS) guides people through the health and disability sector via phone, email, video, face-to-face, or community visits. We support diverse communities in Korean, Mandarin, Cantonese, and Malay in the languages, places and platforms they trust.

We provide vital assistive technology—including walking frames, power chairs, repairs, rentals, and home modifications—to boost mobility, secure funding, and rebuild community confidence. We serve clients through stores in Royal Oak, Botany, and Browns Bay, an online shop, community advisors, and mobile services in Auckland and the Bay of Plenty.

MAKING A DIFFERENCE

Our impact in action.

A Korean-speaking mother lost her mobility and independence after a cerebral haemorrhage, isolating her due to transport and language barriers.

Seeking to parent independently and rejoin her church, she received home visits from an Independent Living Korean Information Advisor to create a client-led plan.

The advisor helped her secure equipment funding, connected her with a Korean-speaking driving instructor, provided child counselling access, and introduced her to the Manaaki Korean Coffee Group.

Consequently, she earned her driver's licence, secured vehicle modifications, drives her child to school, and confidently participates in church and community life again.



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Auckland communities*

GET IN TOUCH

“
**From isolation
to participation.**
”



0800 625 100

**Royal Oak, Botany, Browns Bay
Bay of Plenty Mobile Service**



**info@ilsnz.org
www.ilsnz.org**



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Making Time Count

Supporting people with MND, their carers, family, friends and health professionals.



WHO WE ARE

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.

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.

CREATING POSSIBILITIES

Motor Neurone Disease NZ is a charity dedicated to making time count for people affected by MND in New Zealand.

We support

We connect people to the services and support they need; emotional, social, and practical.

We educate

We create and provide accurate and reliable information about MND to all who need it.

We advocate

We raise awareness of MND; for better understanding, better care, greater visibility, and vital funding.

We invest

We invest in research to improve quality of life, find meaningful treatments, and bring hope for the future.

MAKING A DIFFERENCE

Our impact in action

"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

"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

“
**You are the
reason I smiled
today.**
”



GET IN TOUCH



0800 444 474



**PO Box 24036, Royal Oak
Auckland 1345, New Zealand**

SERVICE AREA



*Supporting people across
Aotearoa New Zealand*



support@mnd.org.nz



www.mnd.org.nz



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*Complex
Care Group*

**Trusted information.
Local connections.
Better lives.**



WHO WE ARE

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.

CREATING POSSIBILITIES

Complex Care Group recognises the life-changing power of genuine connections through:

Trusted information

Clear, up-to-date information you can rely on.

Local workshops

De-mystifying the funded support system.

Online workshops

Information and discussion on topical issues.

Policy development

Ensuring government are aware of the needs of people living with complex care needs.

Navigation

Supporting people to access the systems they need.

MAKING A DIFFERENCE

Our impact in action

We recently launched an awareness campaign because many families and professionals still don't know who we are or how we can help. It is always heart-breaking to hear someone say, "I wish I'd known about you 10 years ago."

Following a successful trial in mid-2025, we ran full-day workshops in Auckland, Wellington, Christchurch, and Dunedin in November 2025.

These well-attended sessions covered vital topics, including the NASC process, funded supports, Work and Income, school-leaving transitions, Living Options, sector funding differences, the PPPR Act, and Supported Decision Making. Though squeezing this into 3.5 hours was a challenge, the feedback was overwhelmingly positive.



*“ I wish I'd known
about you 10
years ago ”*

GET IN TOUCH

 **0800 852 693**
 **P.O. Box 11-533
Ellerslie, Auckland 1542**

SERVICE AREA



*Supporting people across
Aotearoa New Zealand*

 **complexcaregroup@xtra.co.nz**
 **www.complexcaregroup.org.nz**



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disability connect.

helping families

Helping people with disabilities and their families to lead the life they want.



WHO WE ARE

Disability Connect provides a Disability Information Advisory Service (DIAS) to families with disabled children with a focus on the Auckland Region with an increasingly national reach.

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 KSO advocates widely on behalf of parents of disabled people and the disability community.

We have made a huge impact with our Transition and Work and Income Expos and with our many workshops and parent support groups.

MAKING A DIFFERENCE

Our impact in action.

With many of our team having lived experience of disability as individuals, family and whānau, people come to us to help them find solutions, knowing we understand and will help them:

“We knew we needed some input. Who better to call than the team at Disability Connect. They helped myself and my whanau find accommodation 2 years ago following short term lease and emergency housing.

Disability Connect didn't hesitate in navigating us on how we could support the family with MSD support, with housing connections and anything we had questions with.

Thank you so much to Disability Connect, ‘Youse’ truly are the MVP”

“**Questions lead to possibilities**”

GET IN TOUCH

09 636 0351
3b Olive Rd, Penrose,
Auckland 1061

CREATING POSSIBILITIES

Disability Connect helps people find possibilities through:

Trusted information

Clear, up-to-date information you can rely on including providing our bi-annual housing newsletter Tuhono Kainga.

Expos

Transition Expos and Work and Income Expos.

Workshops

Using Your Voice - self advocacy. Woe to Go - Work and Income processes. Kaianga Kōrero - Housing talks.

Support Groups

Providing a safe place with trusted people to explore options.

Advocacy

We advocate for improved housing, carers, transport and emergency management.



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Auckland communities*



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Citizen Advocacy

**One person can make a
difference.**



WHO WE ARE

Citizen Advocacy is a movement designed to support people with disabilities in achieving independence and fulfilling lives. It is based on the principle that everyone should have their voice heard and their rights respected.

The Citizen Advocacy movement, initiated by Dr. Wolf Wolfensberger in the United States in 1966, aims to protect and promote the rights of people with intellectual disabilities.

Citizen Advocacy Auckland is a leading organisation in New Zealand, dedicated to empowering people with intellectual disabilities to live full and valued lives.

CREATING POSSIBILITIES

Citizen Advocacy helps people find possibilities through:

Trusted information

Clear, up-to-date information you can rely on, given by people you can trust.

Connections

With advocates who can help resolve challenges.

Training

To ensure successful partnerships

Support

For disabled people and for advocates.

Inclusion

Disabled people gain a strong voice, build self-confidence, and create lasting connections with their communities.

MAKING A DIFFERENCE

Our impact in action

A Maori woman with intellectual disability who lives on her own and finds it challenging to advocate for herself, particularly when navigating her Work & Income obligations and entitlements.

Before connecting with her advocate, the woman was receiving only \$5 per week for her Disability Allowance. She accepted this amount not realising she was entitled to additional support that would better meet the cost associated with managing her disability. With support of her advocate, they reviewed her Work & Income entitlements together.

Through persistence, encouragement, and effective advocacy, Work & Income reassessed her situation and her Disability Allowance increased from \$5 per week to \$72 per week.



SERVICE AREA



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Auckland communities*

“ **Voices heard.
Rights respected** ”

GET IN TOUCH



027 625 7994
PO Box 8231, Symonds Street,
Auckland 1150



coordinator@caauckland.org.nz
www.caauckland.org.nz/



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Vaka Tautua

*By Pacific,
for Pacific.*



WHO WE ARE

Supporting tagata sa'ilimalō (Pacific disabled peoples, their families and carers) to create their own best lives, and be connected to the services and supports they need.

Vaka Tautua was established in 2007 as a result of a partnership between PIASS Trust and Malologa Trust. Our purpose: to promote and advance the physical and mental health development and wellbeing of Pacific peoples.

Vaka Tautua has grown significantly since its establishment: We have expanded from being an Auckland-only service provider to a national Pacific health, disability and social services provider - with a strong presence (regional offices) in the Auckland, Wellington, Canterbury and (from 2022) Otago regions.

CREATING POSSIBILITIES

Vaka Tautua helps people find possibilities through:

Pacific Disability information

Clear and accurate information for Pacific communities

Community networks

Facilitating pan-disability community networks for social connections, support and fun.

Navigation

Connecting and walking alongside tagata sa'ilimalō to ensure access to services and supports.

Peer led services

A peer visiting service that visits Pacific disabled adults and tāngata whaikaha Māori in DSS funded homes.

Abuse prevention and response

Safeguards the rights, safety, and wellbeing of tagata sa'ilimalō, tāngata whaikaha Māori and disabled people.

MAKING A DIFFERENCE

Our impact in action.

The Challenge

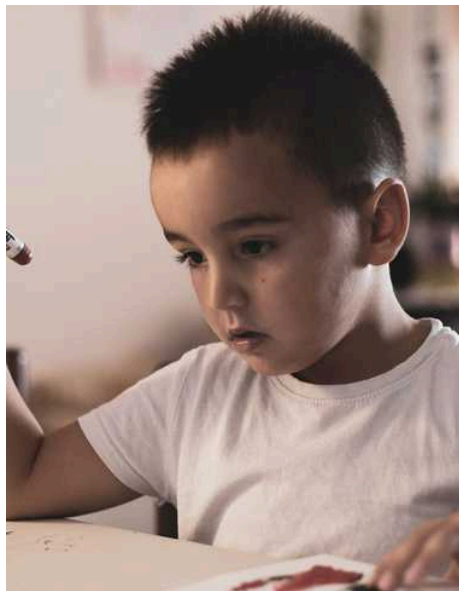
- Family Profile: A Niuean family with a high-needs, non-verbal autistic child.
- Problem: Overwhelmed by a complex disability support system.
- Goal: Needed to access Ongoing Resourcing Scheme (ORS) funding for a specialized school.

Our Action

- Guidance: Provided culturally sensitive advocacy and clear, step-by-step application support.
- Integration: Connected the family with community autism programmes to expand their support network.

The Impact

- Education: Secured ORS funding and placement in a specialised school.
- Empowerment: Replaced parental uncertainty with confidence and disability awareness.
- Community: Ended isolation through active participation in peer support groups.



SERVICE AREA



*Supporting people across
Aotearoa New Zealand*

GET IN TOUCH



0800 825 282

12 Lambie Drive, Papatoetoe
Auckland 2104



enquiries@vakatatua.co.nz

www.vakatautua.co.nz

“

**Supporting tagata
sa'ilimalo**

”



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manawanui

*Your choice,
made easy*

**Kei ia koe ano
to Rangatiratanga**



WHO WE ARE

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

Our intuitive 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.

From getting set up to making payments, Manawanui is here to help. Our friendly, experienced team is passionate about people making their own choices about their support. Our innovative online portal simplifies managing your disability funding, and whenever you need a hand, our Coaches and Customer Experience Centre are just a call away.

MAKING A DIFFERENCE

Our impact in action

"My Coach is absolutely wonderful, really helpful and pretty much explained everything to me. I'm not very good at technology and wasn't sure how to work the portal. She contacted me when I told her what we needed and then we went through it together. She's gone through it with me a few times, so now I feel confident doing it on my own."

"Getting started has been amazing. I had a long conversation with my coach, took notes and I got her to repeat everything just to let it all sink in. It was key in improving my understanding of how the funding works."

"Respite funding has allowed my partner and I to take breaks. The time away not only provided a much-needed holiday for us that allowed us to focus on our relationship, it also gave our son the opportunity to work with his carer independently."

**“Self direction is
a fundamental
human right.”**



GET IN TOUCH



0508 462 427

**1 Parkhead Place, Rosedale,
Auckland 0632**



cec@manawanui.org.nz

www.manawanui.co.nz

CREATING POSSIBILITIES

Manawanui helps people make things possible through:

Disability information

Hosting meetings to inform and connect IF users.

Expert advice

Empowering people to make choices.

Digital tools

Making managing funding easy, giving more control and flexibility.

We help with:

- Individualised Funding (IF) & IF Respite
- Payroll Service
- Third Party Payments
- Employer Protection Insurance
- Health and Safety Resources

SERVICE AREA



*Supporting people across
Aotearoa New Zealand*



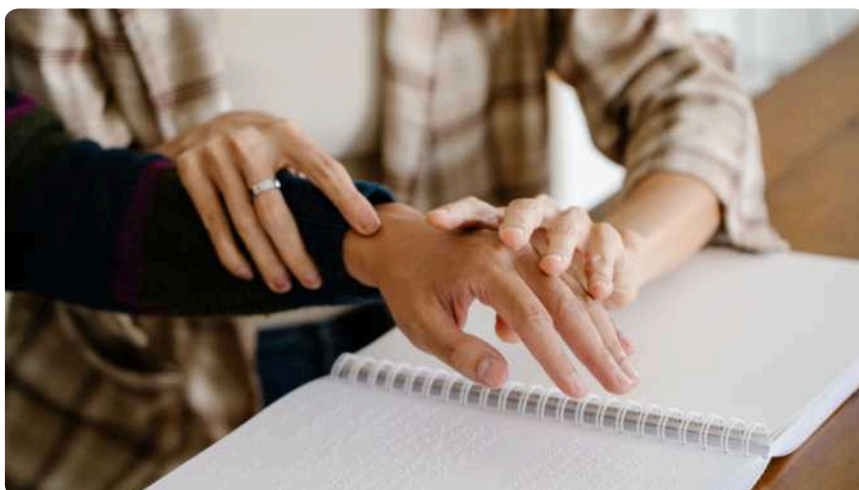
One of 26 Federation members building inclusive communities throughout Aotearoa.



Blind Low Vision NZ

*Life without
limits*

**Finding new ways
to connect.**



WHO WE ARE

Blind Low Vision NZ provide emotional and practical support, so that people who are blind, deafblind or have low vision can keep working and living independently.

We meet people in their homes or at their local Blind Low Vision NZ office to collectively make this happen.

We also advocate for accessible and inclusive communities. We believe people with vision loss deserve equal access to public spaces, information and careers. This is made possible through education and removing barriers.

At Blind Low Vision NZ we believe no goal is too big or small.

CREATING POSSIBILITIES

Blind Low Vision NZ provides services designed to enhance independence and quality of life:

Trusted information

An accessible library for knowledge and cultural enrichment.

Mobility Training

Services to help you get around.

Guide Dogs

Trained guide dogs to help people move safely and confidently with their wonderful companions.

Community Support

Helping people connect with each other through shared interests and activities

Employment Readiness

Preparation for career stability.

Technological Assistance

Support for accessibility needs and an online Webstore for the latest assistive technology.

MAKING A DIFFERENCE

Our impact in action.

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.



“ **Walking a
pathway to
greater
independence**



GET IN TOUCH



0800 24 33 33



**539 Parnell Road, Parnell,
Auckland 1052**



Info@BlindLowVision.org.nz



www.BlindLowVision.org.nz

SERVICE AREA



*Supporting people across
Aotearoa New Zealand.*



One of 26 Federation members building inclusive communities throughout Aotearoa.



*Visit our
Expo!*

**Improving the quality of
assistive technology
provision.**



WHO WE ARE

ATSNZ provides a Disability Expo in Auckland and in Christchurch.

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 health 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.

MAKING A DIFFERENCE

our impact in action

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.

People 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.

“
**Connecting with
Technology.
Creating
Independence.**
”



GET IN TOUCH

☎ 021 557 002
📍 29 Triton Drive,
North Harbour, Auckland

✉ admin@atsnz.org.nz
🌐 www.atsnz.org.nz

CREATING POSSIBILITIES

Assistive Technology Suppliers NZ are a not-for-profit association for assistive technology suppliers nationwide. Our aims include:

A voice for suppliers.

Influencing and educating government about our industry.
Promoting a robust, competitive and commercially viable marketplace.

Quality improvement.

Supporting the ongoing training and education of Allied Health Professionals.
Promoting ethical business practice.
Developing product standards.

Alliances with stakeholders.

Driving continued improvements in outcomes for end users.
Minimise total life time costs of equipment.
Ensure an open and fair competitive market.

SERVICE AREA



*Supporting people across
Aotearoa New Zealand.*



One of 26 Federation members building inclusive communities throughout Aotearoa.



Supporting our community

Improving the lives of all
people in Coromandel.



WHO WE ARE

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.

MAKING A DIFFERENCE

our impact in action

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.



“
**A community
where everyone
feels valued.**

”

GET IN TOUCH



07 866 8358



150 Pound Street,
Coromandel.



resourcecentre@cilt.org.nz



www.cilt.org.nz

CREATING POSSIBILITIES

Coromandel Independent Living Trust We deliver over 14 services across 10 sites around Coromandel, with a focus on addressing needs in our community.

Whānau Support Services.

Because every whānau deserves to feel supported and connected.

Financial mentoring and Foodbank

Essential kai for those in need and a financial mentoring service to help whānau manage their money.

Transport assistance

Supporting whānau to access essential services like hospital appointments.

Artists in the Making

A creative space where people of all abilities can explore, express and develop their artistic talents.

Check our website for details of our other services.

SERVICE AREA



*Proudly supporting people
throughout
the Coromandel Peninsula*



One of 26 Federation members building inclusive communities throughout Aotearoa.



We have the answers!

One call, countless resources, endless opportunities.



WHO WE ARE

The Disabilities Resource Centre Information Service continues to play a vital role in helping tāngata whaikaha/people with disabilities, pakeke/older people, whānau, carers, and professionals navigate complex systems and access the support they need to thrive.

Over the past year, we have provided information, advice, advocacy, presentations, community events, submissions, networking opportunities, and online education sessions that have reached hundreds of people throughout the Eastern Bay of Plenty and beyond.

During the year we co-ordinated and supported a number of community initiatives designed to increase inclusion, connection, and participation.

CREATING POSSIBILITIES

DRCT Information Service supports people to navigate a wide range of issues including:

- Disability Support Services
- NASC and funding pathways
- Mobility Parking Permits
- Total Mobility Assessments
- Home and community support services
- Carer support and respite options
- Health and disability services
- Community participation opportunities

We also advocate for systemic change by contributing to local and national consultations, ensuring the voices of tāngata whaikaha/people with disabilities and their whānau are heard in decisions that affect them.

MAKING A DIFFERENCE

Our impact in action

We brought together disability, health, government, and community organisations through our Disability Networking Hui, creating opportunities for collaboration and stronger pathways of support for local whānau.

Our online information sessions continue to attract significant interest, including:

- Disability Support Services (DSS) update, alongside IF information.
- Disability Support Services (DSS) Hui information on the April changes
- Carers NZ Online Hui

These sessions provide practical information, reduce confusion, and help people better understand available supports and services.



SERVICE AREA



Proudly supporting people throughout the Bay of Plenty

“ **Connecting people. Strengthening communities.** ”

GET IN TOUCH



0800 227 363



141 King Street, Whakatane, Bay Of Plenty, 3120



information@drct.co.nz



www.drct.co.nz



One of 26 Federation members building inclusive communities throughout Aotearoa.



Shared journeys

Support to obtain the good things of life.



WHO WE ARE

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.

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.

CREATING POSSIBILITIES

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.

MAKING A DIFFERENCE

Our impact in action

Here are 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)



SERVICE AREA



Supporting people across Aotearoa New Zealand.

GET IN TOUCH

“ At times we all need an ally. ”



0274 934 601



Services available throughout Aotearoa.



tony@alliesaotearoa.co.nz



www.alliesaotearoa.co.nz



One of 26 Federation members building inclusive communities throughout Aotearoa.



Parents of Vision Impaired

**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

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

MAKING A DIFFERENCE

Our impact in action

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.

"The best part [of conference] was meeting new parents sharing our stories and connecting together. Thank you for making this affordable and reachable." - PVI Parent.

“ **Connecting
families.** ”



GET IN TOUCH



022 621 5740



**PO Box 5629, Frankton,
Hamilton 3242**



rgraham@pvi.org.nz



www.pvi.org.nz

CREATING POSSIBILITIES

Parents of Vision Impaired provides information and resources through:

- **Documents** from PVI and other organisations.
- **Links** to NZ and international websites of interest to PVI members.
- **eVision** an archive of PDF editions of PVI's eVision magazine.
- **Facebook** private group for connecting with other parents.
- **Annual Conference** for learning in a social setting.
- **Advocacy** to make sure the voices of visually impaired children and their parents is heard by government, schools, councils, and other organisations.
- **Collaboration** participation and submissions in collaboration with other sector groups on relevant consultations.

SERVICE AREA



*Supporting people across
Aotearoa New Zealand.*



One of 26 Federation members building inclusive communities throughout Aotearoa.



*Supporting
people to
thrive.*

**Supporting you to live
the life you choose**



WHO WE ARE

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

We know a good life has many components, so we connect people with the funding, equipment, information, and services that support them to live well.

Our Disability Information and Advisory Service supports people across the motu, in whatever way works best for them including: phone, email, or Live Chat, with immediate replies from our Information Team for face-to-face through our in-person presence in Waikato and Tairāwhiti.

We also run a Disability Supports and Services Directory and are closely connected to our Learning service and Altogether Autism team, who responded to over 3,600 information requests this year.

MAKING A DIFFERENCE

Our impact in action

A whānau contacted us after an adult family member moved from long-term residential care to a short-term clinical setting. They needed transparency regarding the reason for the move and future support, health, and accommodation options.

We engaged the provider network and involved a Māori cultural leader to coordinate a hui. This provided a safe, respectful space for the family to ask questions and voice concerns. This support empowered the whānau to understand their choices and make collaborative decisions with service providers.

For us, this embodies whānau-centred practice: clear communication, cultural grounding, and ensuring families never navigate complex systems alone.

**“
You are not alone.”**



GET IN TOUCH



0800 008 011



**20 Palmerston Street
Hamilton Central
Hamilton 3204**



ask@yourwaykiaroha.nz



www.yourwaykiaroha.nz

CREATING POSSIBILITIES

Your Way Kia Roha provides Disability Information through:

Supports and Services Directory

This directory provides contact details and descriptions of activities, services, and supports for disabled people and their whānau.

News and Articles

Read our free disability information articles including advice and real-life stories from a wide range of disabled people.

Request Information

Through lived experience and research, we can provide information about your disability-related queries. This service is free and available across New Zealand.

Resources

Explore a range of downloadable resources created by Your Way Kia Roha, alongside trusted materials from other organisations.

We can also connect you to our **Learning Service** and **Altogether Autism** Team.

SERVICE AREA



*Proudly supporting Waikato and
Tairāwhiti communities.*



One of 26 Federation members building inclusive communities throughout Aotearoa.



Living Life Connected

**Trusted information.
Local connections.
Better lives.**



WHO WE ARE

For over 35 years, Disability Resource Centre Hawke's Bay has been a trusted source of information and connection for our community.

We support disabled people, whanau and carers, and the professionals who work alongside them to find the right information, services and support to live well and take part in everyday life.

Disability information, advice and support are an integral part of our services to people in Hawke's Bay. Alongside our everyday enquiries we are seeing more complex needs that are requiring extended navigation.

CREATING POSSIBILITIES

Disability Resource Centre - Living Life Connected recognises the life-changing power of genuine connections through:

Trusted information

Clear, up-to-date information you can rely on.

Local connections

Connecting people with services, support and opportunities.

Stronger communities

Partnering with organisations to create more inclusive communities.

Informed choices

Helping people and whānau make confident decisions.

Empowered lives

Supporting people to build confidence and live the life they choose.

MAKING A DIFFERENCE

Our impact in action.

With our help a family now has a clearer pathway to accessing the services and supports available to them.

They have practical advocacy in place, referrals are progressing, and they have renewed confidence in their ability to navigate the system and secure the assistance needed to support both their youngest child and the wider family.

The work undertaken has helped reduce some of the immediate stressors facing the family and has laid the foundation for improved long-term outcomes and greater family stability.



SERVICE AREA



*Proudly supporting
Hawke's Bay communities*

**“ You changed
our lives, I only
wish we had
found you
sooner. ”**

GET IN TOUCH



06 873 8210



204 Nelson Street South,
Hastings 4122



information@drchb.org.nz



www.drchb.org.nz

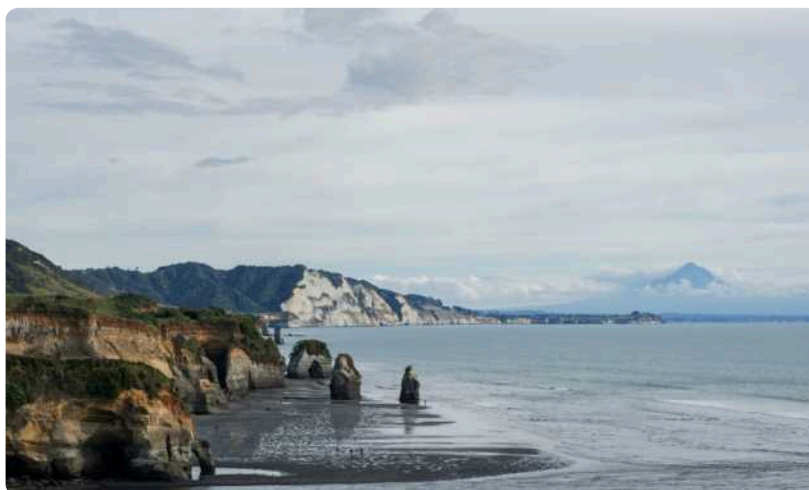


One of 26 Federation members building inclusive communities throughout Aotearoa.



Taranaki's Disability Resource Hub

Building inclusive
communities in Taranaki.



WHO WE ARE

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."

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.

CREATING POSSIBILITIES

Taranaki Disabilities Information Trust provides these services:

- **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.

MAKING A DIFFERENCE

Our impact in action.

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.

Dad is now better informed about activities and supports for his son.



SERVICE AREA



*Proudly supporting
Taranaki communities*

“ *It's about
informing
people.* ”

GET IN TOUCH



06 759 0019



28 Young Street,
New Plymouth 4310



info@taranakidic.org.nz



www.taranakidic.org.nz



One of 26 Federation members building inclusive communities throughout Aotearoa.



Creating inclusive possibilities

Connecting you to where you need to go.



WHO WE ARE

Enable New Zealand is Aotearoa's leading disability services supplier, managing over 100,000 requests annually.

We collaborate with major health agencies like Whaikaha and ACC, alongside thousands of assessors, suppliers, and community members.

Part of our support includes running Firstport.co.nz, a continuously growing national website. This platform provides essential information on funding, employment, transport, wellbeing, and local support resources.

CREATING POSSIBILITIES

Enable New Zealand creates possibilities through:

- **Free Disability Information** through Firstport on a huge range of topics such as funding, employment, transport, overall wellbeing, and where to find support.
- **Assistive products and mobility equipment**, plus face-to-face information and advice, at our EASIE Living Centre and via our online shopping options.
- **Mobile service** to people and groups in Manawatu, Taranaki, Whanganui, Hawke's Bay, Wairarapa, and Horowhenua.
- **Social Media** to keep up to date with news in the sector and in our communities.

MAKING A DIFFERENCE

Our impact in action.

In 2025, Firstport partnered with Special Olympics New Zealand to reach a wider audience and engage the roughly 95,000 eligible New Zealanders not yet involved. The collaboration focused on two main initiatives: launching an online information hub on the Firstport website and providing social media coverage for the National Summer Games.

The website hub explains how to get involved and outlines available sports, prominently featuring a content collaboration with the Special Olympics Manawātū bocce team.

Meanwhile, Firstport's five-day social media coverage of the Games drove a major spike in views, interactions, and followers, demonstrating the community value of promoting disability-focused sports and achievements.

Firstport



SERVICE AREA



Supporting people across Aotearoa New Zealand.

GET IN TOUCH

“**Celebrating success.**”



0800 362 253



**585 Main Street, Central City,
Palmerston North 4410**



enable@enable.co.nz



www.firstport.co.nz



One of 26 Federation members building inclusive communities throughout Aotearoa.



Building possibilities together.

Keeping you informed, connected and active.



WHO WE ARE

Our mission is to provide greater choice and 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.

CREATING POSSIBILITIES

WellAble recognises the challenges faced by disabled people and helps to overcome these through:

Trusted information

Clear, up-to-date information you can rely on, in person, by phone, email, or via our website and social media.

Local connections

Connecting people with services, support and opportunities.

Collaboration

Partnering with organisations to create inclusive events.

Informed choices

Helping people and whānau make confident decisions.

Empowered lives

Providing assistive products to enhance good living.

MAKING A DIFFERENCE

Our of impact in action.

Referred by Child and Adolescent Mental Health Services, Ms E sought community activities to support her autistic daughter, S, who experienced anxiety and depression. Since S enjoys cats and dogs, we identified suitable animal-related options in the Wellington region. We provided information on several meaningful choices, including:

- Volunteering with Helping You Help Animals or local animal shelters.
- Animal-assisted therapy for neurodivergent people through Positive Pathways.
- Equine therapy at Stockdale Farm in Upper Hutt.

Ms E later expressed her appreciation for these valuable options.

“**Knowledge has a beginning but no end.**”



GET IN TOUCH



04 298 2914



**112 Rimu Road
Paraparaumu 5032**



info@well-able.org.nz



www.well-able.org.nz

SERVICE AREA



Proudly supporting Wellington's communities



One of 26 Federation members building inclusive communities throughout Aotearoa.



*Responsive,
flexible,
services.*

**The Voice of Deaf People
in New Zealand.**



WHO WE ARE

Deaf Aotearoa is the only nationwide provider of Disability Information and Advice Service (DIAS) specifically designed for Deaf people. Our DIAS service is delivered by Deaf staff with lived experience and hearing staff who are fluent in New Zealand Sign Language (NZSL).

This means Deaf people can access information directly in their own language, discuss their options with people who understand Deaf culture and lived experience, and receive support in a way that is accessible, culturally appropriate, and empowering. For many Deaf people, Deaf Aotearoa is the first point of contact when they need information, advice, advocacy, or support.

MAKING A DIFFERENCE

Our impact in action

A Deaf person contacted Deaf Aotearoa's Disability Information and Advice Service (DIAS) regarding daily life challenges.

Through conversations in NZSL with culturally knowledgeable staff, they realised additional support was needed to maintain independence. The individual was offered a Hauora Needs Assessment. Working with staff and whānau, they identified strengths, aspirations, and support needs. This process successfully connected them to services that improved their overall wellbeing.

What started as an information request became a clear pathway to greater independence, informed choices, and targeted goal support.

“
**Possibilities
begin with
questions.**
”

GET IN TOUCH



0800 33 23 22



**Level 9, 342 Lambton Quay,
Wellington City 6011**



hello@deaf.org.nz



www.deaf.org.nz

CREATING POSSIBILITIES

Deaf Aotearoa supports Deaf and hard of hearing adults and seniors to live independently, make informed choices, and participate fully in their communities.

Through Adults & Seniors Service, we provide:

- **Disability Information** and Advice Service (DIAS)
- **Employment** Support
- **Hearing Assistive Technology** (HAT)
- **Hauora – Needs Assessment and Service Coordination (NASC)** To ensure accessible communication, we offer video appointments using the Deaf person's preferred platform, including Zoom, Microsoft Teams, Google Meet, or Messenger. Contact us at: duty@deaf.org.nz for Hauora information.

SERVICE AREA



*Supporting people across
Aotearoa New Zealand.*



One of 26 Federation members building inclusive communities throughout Aotearoa.

*Speaking up
and speaking
out.*

**Run by and for people
with learning disabilities.**



WHO WE ARE

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

MAKING A DIFFERENCE

Our impact in action

We have held many meetings locally and regionally where members talk about self-advocacy, speaking up and rights. We attended 32 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. Easy Read has been developed to support people with learning disability to understand written information.



SERVICE AREA



*Supporting people across
Aotearoa New Zealand.*

GET IN TOUCH

“
**Making learning
easier.**
”



0800 20 60 70



**Level 5, 175 Victoria Street
Wellington**



ask@peoplefirst.org.nz



www.peoplefirst.org.nz



One of 26 Federation members building inclusive communities throughout Aotearoa.



*Inspiring
independent
living.*

**Enhancing the lives of
disabled people.**



WHO WE ARE

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 that inspire independent lives. Aspire has supported more than 10,000 people across Canterbury in the last year.

Every two years, we update and reprint our disability and health services directory. With more than 300 Canterbury providers included, the “big green book” is an invaluable resource for professionals, disabled people, and their whānau. It is also available digitally on our website.

MAKING A DIFFERENCE

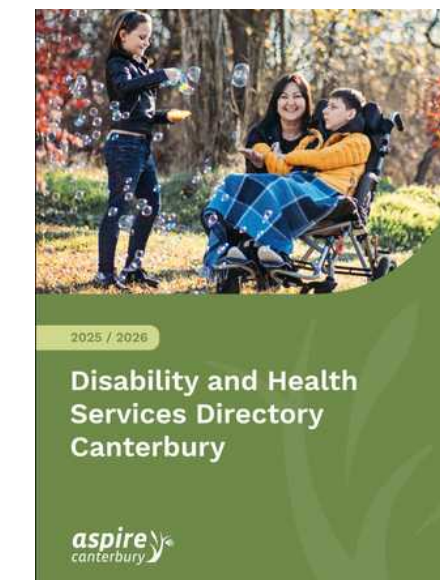
Our impact in action

We run the Next Steps Expo, one of the highlights of the calendar, which continues to grow each year. This year, we have 10 enterprise stalls and 110 stallholders registered.

We are expecting more than 1,000 attendees on the day to connect, learn, and enjoy an amazing line-up of performances and activations.

We also host Thrive, a series of talks and peer support sessions run by the Thrive Aotearoa Charitable Trust. Aspire supported the setup of this trust, which was created by disabled people for the disabled community, with a focus on developing the tools to thrive in life.

“ **Amazing
customer service,
friendly and
great advice.** ”



GET IN TOUCH

☎ **0800 347 242**
📍 **BrainTree Wellness Centre,
70 Langdons Road, Papanui,**

✉ **support@aspirecanterbury.org.nz**
🌐 **www.aspirecanterbury.org.nz**

CREATING POSSIBILITIES

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

Disability Information: Free unbiased disability and health-related advice, access and advocacy.

Shop and Hire: Products to buy and hire that help people stay independent and thrive.

Mobile Service: Bringing our products into local communities to help remove barriers and improve access.

Events: Opportunities for connection, education, and empowerment, including regular coffee groups, educational seminars, and our annual Transition Expo with more than 100 stallholders.

Total Mobility: Administration of the subsidised taxi scheme, giving eligible people access to discounted taxi fares and helping reduce transport barriers.

Pass Forward: Donated equipment and items are accepted and passed on to people in the disability community who can benefit from them.

SERVICE AREA



*Proudly supporting people
in Canterbury*



One of 26 Federation members building inclusive communities throughout Aotearoa.

*Together, we
build
possibility.*

**The West Coast Hub for
building inclusive
communities**



WHO WE ARE

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.

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

MAKING A DIFFERENCE

Our impact in action

We supported a young man with autism to build social connections by linking him with a local teacher for weekly chess games at our offices. We further supported his independence by working alongside him to develop cooking skills and explore his wider aspirations.

We were approached by a mother navigating an autism diagnosis for her 4-year-old, who found public spaces challenging and was seeking trusted information and support. Through the Sunflower Scheme we provided her with white and green (supporter and hidden disabilities) Sunflower lanyards for both mother and child. We also provided her with information on key support organisations.

“

**Every person
deserves to
belong.** ”



GET IN TOUCH

☎ 03 755 8700
📍 72 Tudor Street,
Hokitika 7810.

✉ info@wcdrs.org.nz
🌐 www.wcdrs.org.nz

CREATING POSSIBILITIES

West Coast Disability Resource Service provides information and supports to people in the Buller, Grey and Westland Districts. We offer assistance with:

Disability Information: Free unbiased disability and health-related advice, access and advocacy.

Supported Learner Programme: A safe place for people with disabilities to learn and to grow.

Supported Art4Me: Enabling people to develop their artistic abilities with tutoring and support.

Collaboration: Working with other local organisations to provide training and opportunities to the West Coast.

Community Building: Participating in projects that build inclusion in West Coast communities.

SERVICE AREA



*Proudly supporting people
in the West Coast region.*



One of 26 Federation members building inclusive communities throughout Aotearoa.

*Every
conversation
can change a
life.*

**Here for you in Otago to
meet your information
and support needs.**



WHO WE ARE

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.

What people say about our services speaks for itself:

“As a new customer, I want to thank your team for their awesome, helpful service. You’ve made it incredibly easy for me in Christchurch to arrange payments for my cousin’s products in Dunedin. I need simple, reliable support for his ongoing needs, and your team consistently delivers. Thank you all for the excellent service.”

MAKING A DIFFERENCE

Our impact in action

A person contacted our service in a state of panic and requiring additional support.

A referral was made to a local organisation, but there was a delay before the person could be seen. When the organisation was finally able to meet with them, the individual was experiencing extreme distress. Through timely support, guidance, and compassionate intervention, the organisation was able to connect the person with urgent medical assistance.

The organisation later acknowledged and thanked us for our responsiveness, trusted relationships, and strong knowledge of local support networks, recognising that this collaborative approach ultimately contributed to saving a person’s life.

“
**We are all in this
together.**
”



GET IN TOUCH

 **0800 115 891**
 **10 George Street,
Dunedin.**

 **info@livingwellcentre.nz**
 **www.livingwellcentre.nz**

CREATING POSSIBILITIES

**As well as providing Disability Information Advisory services
Livingwell also offers:**

- 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

SERVICE AREA



*Proudly supporting people
in Otago communities.*





*Local, trusted,
proven.*

**Here to assist Southlanders
with disability support needs.**

WHO WE ARE

We came from small beginnings in 1992. Over the following years we provided needs assessment and service co-ordination services and home support services. We also provided the best, most cost effective, equipment and daily living products through our equipment shop. A strong dedicated team of staff ensured that people who came to us for information, resources and support gained the outcomes they desired.

This proud tradition continues today. We provide information on anything and everything to do with disability, health and ageing. We also provide equipment and products at very reasonable prices. We are also a Total Mobility/Ridewise agency, ensuring that people who need assistance with transport receive discounted taxi fares - contact us at 214 5000 to book an assessment today!

MAKING A DIFFERENCE

Our impact in action

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 advocate for him, 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.



“ **A helping hand
when you need it.**

”

GET IN TOUCH



0800 100 531



**60 Windsor Street,
Invercargill,**



info@drcsouth.co.nz



www.drcsouth.co.nz



CREATING POSSIBILITIES

DRC Southland addresses the challenges faced by disabled people by providing:

Trusted information

Clear, up-to-date information you can rely on, in person, by phone, email, or via our website and social media.

Local connections

Connecting people with services, support and opportunities.

Collaboration

Working with other organisations to build an inclusive community.

Social media

Extending our reach via our Facebook page.

Mobility assistance

Total Mobility assessments so people can access cheaper taxi fares.

Providing equipment and products

Assistive technology solutions to enhance good living.

SERVICE AREA

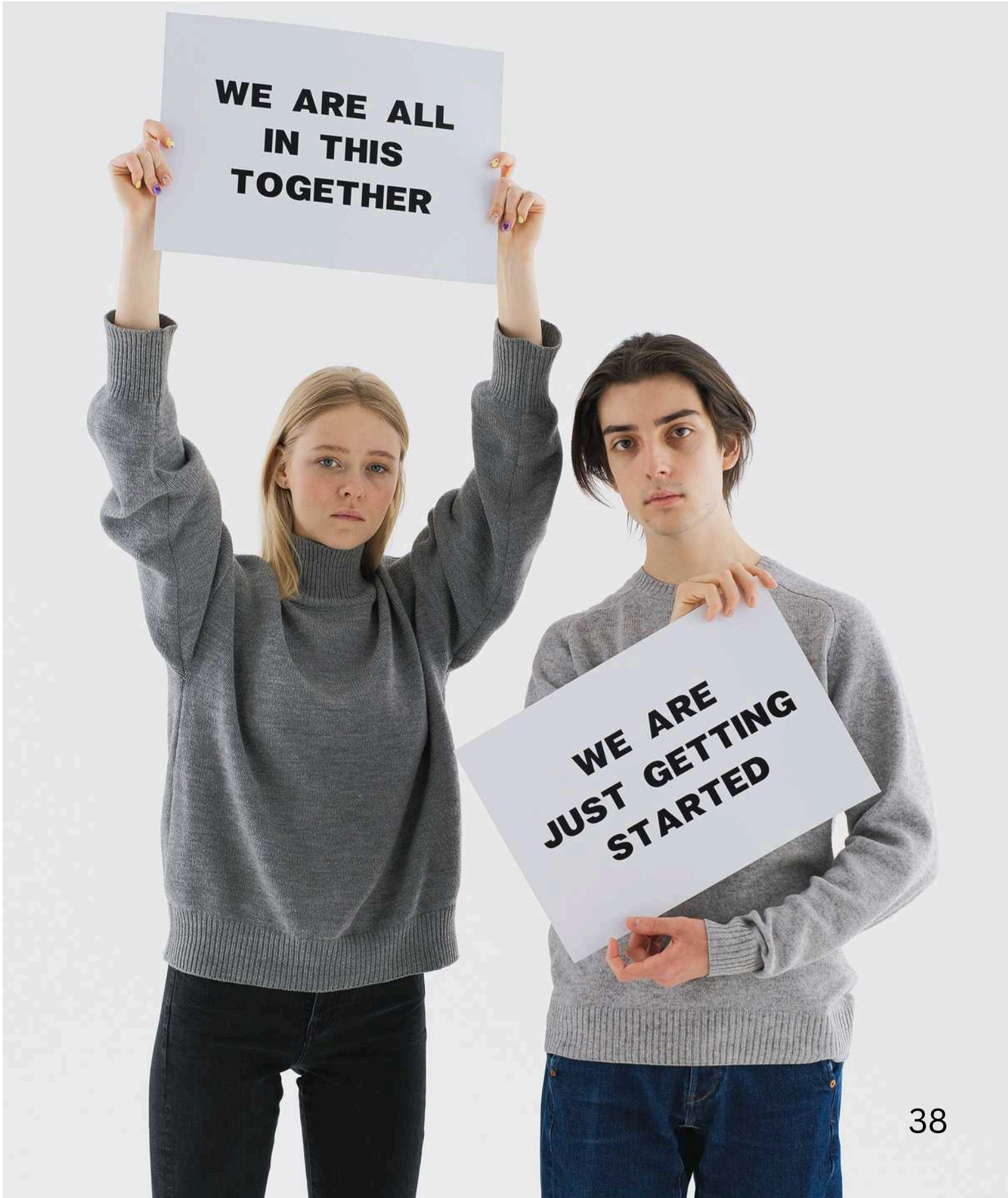


*Proudly supporting people
in the Southland region.*



One of 26 Federation members building inclusive communities throughout Aotearoa.

BUILDING CAPACITY





**Advancing knowledge
to transform lives.**



WHO WE ARE

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 credentialing for staff working in our member organisations. However, our courses are open to anyone.

Students who successfully complete our courses are awarded an Open Badge. Open Badges are verifiable and portable with embedded metadata about skills and achievements. 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.

CREATING POSSIBILITIES

Our courses include Building Inclusive Communities, our premier 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. The six modules, which can be accessed as separate courses are:

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

MAKING A DIFFERENCE

This year we were thrilled to present Academy Awards to two of our Member Centres who had each enrolled 19 students in Academy courses. That shows a real commitment to professional development by Disability Connect and Independent Living Charitable Trust.



Above: Mike Potter accepts the Professional Development Award for Disability Connect.



Above: Karen Beard-Greer accepts the Professional Development Award for Independent Living Charitable Trust.

SERVICE AREA



*Proudly supporting students in
Aotearoa New Zealand.*

“
**We are all in this
together.**”

GET IN TOUCH

📞 **0800 693 341**
📍 **P O Box 10311, Te Mai,
Whangarei 0143**

✉️ **academy@thefederation.nz**
🌐 **www.theacademy.nz**



One of our Federation services building inclusive communities throughout Aotearoa.



The Federation Training Conference

CREATING POSSIBILITIES

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 Music as a Therapy, Artificial Intelligence sessions, presentations from Volition and NASCA, the Survivor Experiences Service, and an update from Al Hill and Catherine Poutasi from MSD - Disability Support Services, plus another update from Paula Tesoriero, Ministry of Disabled People - Whaikaha.

Among the highlights of day two were the Member showcase sessions. These sessions generated great interest and challenged us to keep thinking and keep learning from each other.

Bringing people together to learn from each other.



MAKING A DIFFERENCE

"I am a newbie in this environment. It was great to meet so many people all trying to do their best to improve people's quality of life and share the knowledge they have gained in doing so."

"For me the standout part of the conference was connecting with Federation members and strengthening relationships. My key take away was gaining valuable information to share with my network."

"The programme provided a range of value to all my team. Really worthwhile."



“Your experience is part of our programme.”

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The Federation Awards 2026

CELEBRATING SUCCESS

Our Awards Dinner is a spectacular event showcasing the commitment people working to build inclusive communities continue to demonstrate. The images below show attendees enjoying the evening and having fun!



CREATING POSSIBILITIES

Our 2026 Award Winners

Information Specialist 2026

Naomi Freeman | DRCT Bay of Plenty

Leadership Award 2026

Lara Draper | Deaf Aotearoa

Member of the Year 2026

Disability Connect

Diane Rangi Innovation Award

YES Disability Resource Centre | I.Lead

Richard Blakeborough Communication Award

Disability Connect

President's Award 2026

Goldfern Mobility

Academy Awards 2026

Disability Connect & Independent Living Trust

Life Member 2026

Lisa Martin



“ Just can’t wait until 2027 to attend again! ”

“ Congratulations to all the winners! ”



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APPRECIATION

First and foremost, we deeply thank the individuals who allowed us to share their stories. While most images in this report are stock photos, others were generously supplied by our members with the permission and encouragement of those featured.

We are incredibly grateful to our **Federation members**, whose daily dedication creates a rich tapestry of community service. While we could not include every story here, we will continue to highlight them across our websites and social media channels.

Our sincere thanks go to our partners and key supporters:

- **Ministry of Social Development – Disability Support Services:** Thank you for your ongoing engagement and for encouraging the development of our member centres.
- **Ministry of Disabled People – Whaikaha:** We appreciate your steadfast support even with your internal structural changes. Helping us to show the impact of the Federation's Disability Information and Advisory Services.
- **Lottery NZ:** Thank you for the invaluable assistance that fuels our ongoing work.

Special thanks to our conference sponsors—especially Callum and Michelle from **Goldfern Mobility** for learning and participating alongside us. We also thank **Aspire Canterbury** for being our local “team on the ground” in Christchurch. Finally, thanks to the **Sudima Hotel and Conference Centre Christchurch Airport** for providing a fantastic accessible venue, fabulous food, and the best service from your staff.

Without these helping hands, providing these vital, locally-tailored services would be impossible.

**Tatou, tatou e. All of us together.
Building Inclusive Communities.**







New Zealand
Federation of
Disability
Information
Centres

