

Consumer disruption and resilience during COVID-19



QDN
QUEENSLANDERS WITH DISABILITY NETWORK



About Queenslanders with Disability (QDN)

- Organisation of, by and for people with disability
- State-wide network of over 2000 members
- 15 year anniversary 2017
- 21 Peer Support Groups across Queensland's rural, remote and metropolitan areas
- QDN's mission - to empower people with disability to be fully included as citizens in the social and economic life of their community



What we heard
at the beginning
of COVID-19.....

From people
with disability



“I don’t have a phone”

“I don’t have enough data”

“I don’t know how to use my phone to”

Get my groceries

Connect to my service provider

Go to my doctor’s appointment

Talk to my friends and family

“My worker told me I can’t leave my room...not
even to go outside for a walk”

“I still have to go to the workshop and stand close to
40 other supported employees”

What we heard
at the beginning
of COVID-19.....

From people
with disability



“My workers have stopped coming....what do I do? I still need help”

“What new rules that say I have to stay at home?”

“I can’t pack my own groceries because of my disability...what am I supposed to do?”

“What do I need to plan for? What do I need to do?”

“Who needs to wear PPE?”

“I can’t afford all the extra COVID costs of PPE and hand sanitizer”

What we heard at the beginning.....

From the system



Lack of local and national co-ordination across disability and health

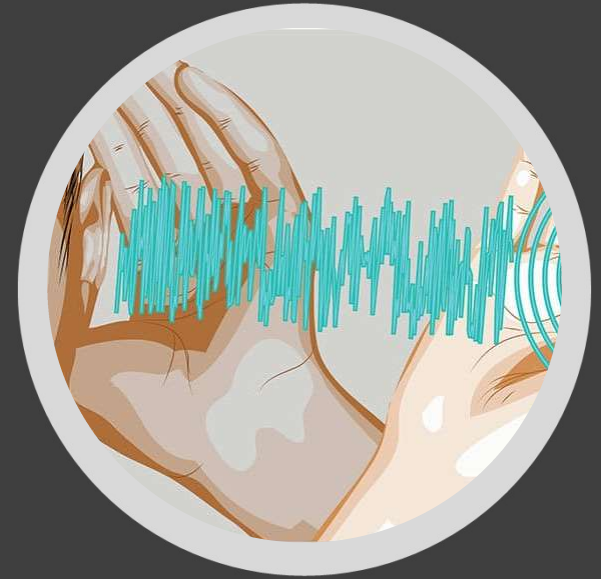
Historical impacts of lack of knowledge, skills and expertise within each system (ie disability literacy within health system and vice versa)

Local service level interpretation of Chief Health Officer Directions

Defining 'essential services' and impact upon disability support

Inflexibility of systems

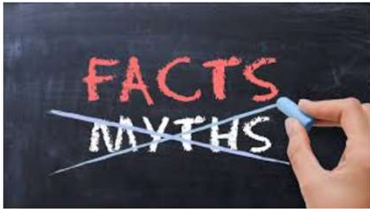
Inaccessibility of health responses for COVID-safe app, testing, hospital, PPE, public health information



What we saw.... Working together
People with disability and the systems



What we did:
People with
disability
informing and
shaping the
system
response



GET THE FACTS

Latest news on COVID-19

Easy English information, where to go for trusted information on COVID 19, NDIA and getting the help you need



MAKE A PLAN

Practical tools, resources and tips for developing your own COVID-19 preparedness plan.

Resources to help you stay safe



STAY CONNECTED

Information on how to stay socially connected

<https://qdn.org.au/home/covid-19/>





David Swift



QDN



rachel matthews



Warwick and Bev



Charmaine



Marion



Peter & Linda - Disability ...



Matt



Nadia Brady



Will



Nigel



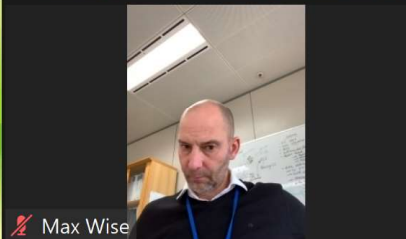
Wayne



Sharon Boyce



orourkc



Max Wise



robert's iPad



Person-Centred Emergency Preparedness Planning for COVID-19

COVID-19 planning resource for people with disability

Needs:

Things I need support for	Things I need support for
Getting, giving and understanding information.	
Taking care of your health.	
The help you get from equipment, but not people.	
Help you get from other people.	
Help from animals. How you care for them.	
How you travel where you want or need to go (e.g., car, bus, train, taxi, walking).	
Where you live and who you live with.	
The people you do things with. Your relationships with friends, family and other people. Help you give to other people.	

Make a Plan

What am I planning for?

1. Plan to stay at home for a long period of time
2. Plan what you will do if you or someone who supports you gets COVID-19 symptoms

How do I make a plan?

STEP 1. Identify your strengths and support needs

The PCEP helps you break down planning into eight areas:

Person-Centred Emergency Preparedness Capability Wheel! (Re-printed with permission)

- Think about what you do, where you do it and who you do it with.
- Consider your roles and responsibilities to others (e.g. partner, children, parents) that you support.
- Make a list of the things you need support for in each of the 8 areas.

My COVID-19 Plan

Living Situation

- I have made/reviewed my home fire safety plan
- I have considered ways to protect me/ others at home if we need to isolate from each other if someone gets sick
- I have a plan to create household cleaning so that surfaces are wiped down regularly to decrease spread of germs

Social Connectedness

- I have an emergency contact list
- I shared my emergency contact list with my support network
- I have a plan for staying connected and in touch with people

The user experience:



Peter Gurr

Peer Leader,
Queenslanders with Disability
Network

"My role as a peer leader is to open the door to person-centred emergency preparedness conversations to assist others in planning for disasters."



Charmaine Idris

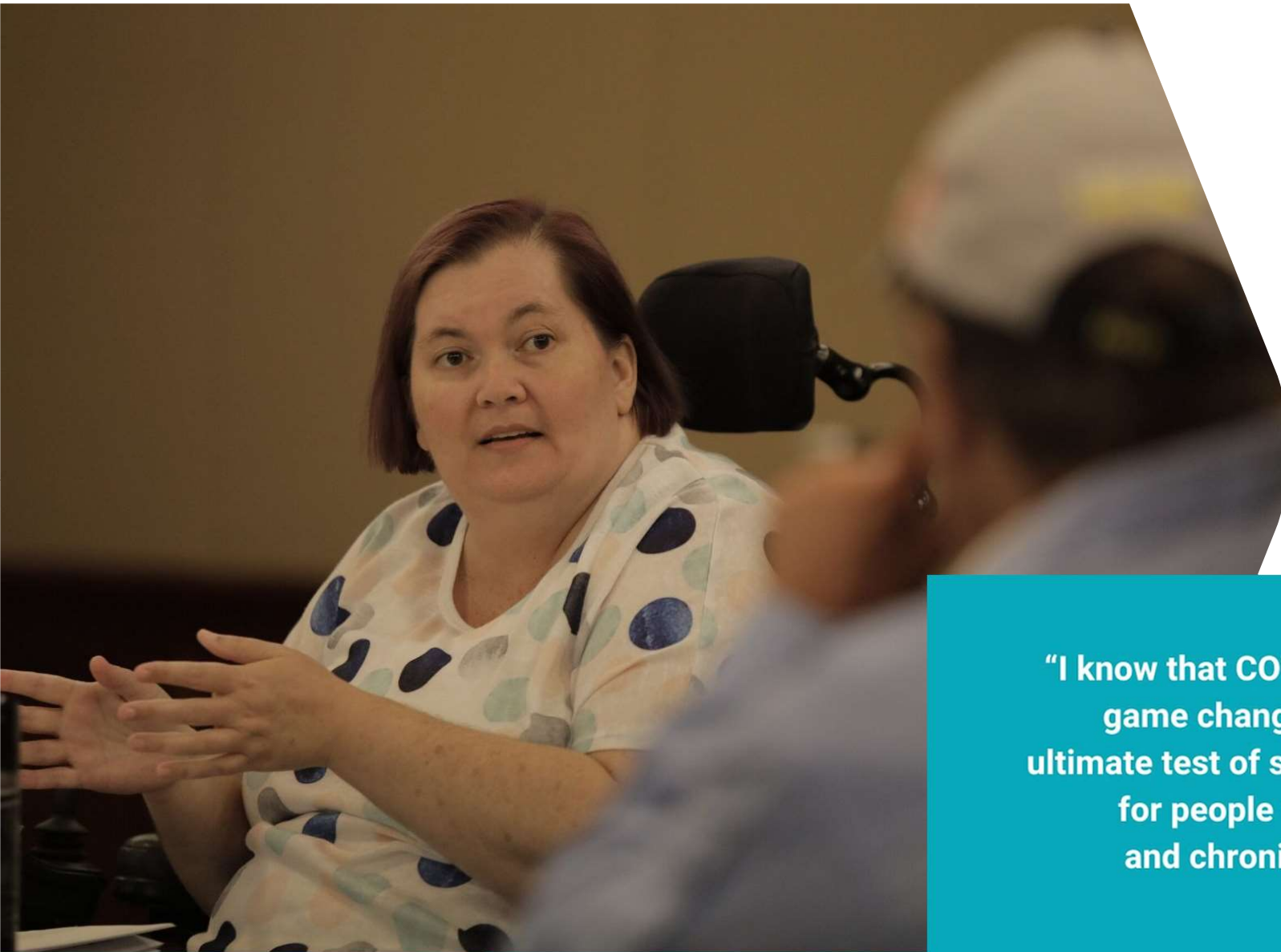
Peer Leader,
Queenslanders with Disability
Network

"I think the PCEP Planning for COVID-19 is a very essential tool. We don't know how long this situation will last. This tool helps to keep me engaged with the situation and prepared."



QDN
Fitzgibbon
Local Support Group
Zoom meeting 21 April 2020





“I know that COVID is going to be a game changer, but it is the ultimate test of shelter in place plans for people with disability and chronic conditions.”

Opinion | 6 May 2020

COVID-19 contingency planning: everything actually worked!

Tags: [bedbound](#), [Coronavirus](#), [COVID-19](#), [crisis](#), [emergency](#), [homebound](#), [plan](#), [planning](#)



Ricky Buchanan

Planning for disasters

Someone in my home got the dreaded phone call last week - he'd been exposed to COVID-19 and needed to self-isolate. And to my extreme shock, all our contingency plans actually worked as intended!

Partnerships to bridge the digital divide during COVID

COVID

GIVIT



Photo: Michelle and Reid with Reid holding his new laptop



Photo: **All Hallows** Student Mercy Action Group



SAVE THE DATE

MIND THE GAP

Bridging the disability digital divide
A virtual event

In celebration of Disability Action Week please join us for a virtual event profiling people with disability, businesses, services and communities who use technology in innovative and inclusive ways to close the disability digital gap.

10AM – 12PM
Friday, 18 September 2020
More details to be released shortly

Funded by
 Queensland Government

csia | Community Services Industry Alliance

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QUEENSLAND NETWORKING AND DISABILITY NETWORK
#BRIDGINGTHEDIGITALGAP

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KNOW YOUR RIGHTS

FOR PEOPLE WITH DISABILITY WHO NEED TO GO TO HOSPITAL

DURING COVID-19

HEALTHCARE AND COVID-19

People with disability may need to access hospital care during the COVID-19 pandemic, both if they get sick with COVID-19 or need essential healthcare. It is a right for people with disability and their families and carers to have equitable access to healthcare during the COVID-19 outbreak. The following provides a checklist of key things to think about your rights, changes to hospital care during COVID-19, getting prepared if you have to go to hospital and what you can do as a patient with disability.

For more information and to access the full 'Know your Rights' guide visit the QDN website: www.qdn.org.au/knowyourrights/covid19

MY RIGHTS TO HEALTHCARE DURING COVID-19

- Have a support person if you need them and it's safe for them to be with you
- Find out about the laws and frameworks that guide and govern how healthcare is delivered including health directives made by the Chief Health Officer
- Know your rights for care

MY CARE IN HOSPITAL DURING COVID-19

GET PREPARED: BEFORE YOU GO

My support needs and information about me

You can think about if you already have these or find out more information to make sure you have clear information about who you are, what you need and other important information about your disability.

- My health passport
- My Connection Kit
- My COVID-19 Hospital Companion
- My healthcare plan
- My health record
- My instructions about how to support me

Know your rights: Getting the healthcare you need during COVID-19

INFOSHEET 1

This information is for tenants

Here are some examples and answers to questions you might have about rent and unpaid rent at this time.



I was impacted by COVID-19 in May 2020 and lost my job. I worked out with my landlord that I could pay a lower amount of rent until 31 December 2020. We have it in writing – what happens now?



You worked this out with your landlord in May 2020, before 29 September 2020. This continues until the date you have agreed.



In April 2020, 3 people in our house all lost their jobs and started getting JobKeeper. We worked out with the landlord that we would pay less rent until October 2020 and then pay it back when we got more work. Our agreement says we have until June 2021 to pay it back. Two of us have jobs again and we have started paying back the money each fortnight.



You have worked out with your landlord in April 2020, before 29 September 2020. You have to pay back the money you have agreed.

COVID-19 Residential Tenancy Agreements –

from 30 September 2020

This information is to help tenants to understand the changes made to temporary residential tenancy laws from 30 September 2020.





This Infosheet has some hard words. The first time we write a hard word it will be in **bold** and we will write what this word means. You can also find a list of these words and what they mean in the 'Glossary of Terms'.

These changes are for **tenants**, who are renting in:

- private rental
- community housing
- public housing.

A tenant is a person who is renting a property or room under a Residential Tenancy or Rooming Accommodation agreement.

This includes if you are renting and live in:

-  house or unit (including townhouses, villas or house boats)
-  caravan park
-  supported accommodation
-  rooming accommodation

In April 2020, the Queensland Government made temporary changes to the residential tenancy laws to protect Queenslanders affected by COVID-19.

COVID-19 is the illness caused by the new coronavirus.

COVID-19 Residential Tenancy Agreements: Information Sheets

SHEET

2

COVID-19 – Ending Residential Tenancies

Unite against COVID-19



This information is for tenants about what has changed and what is still in place after 29 September 2020 for ending residential tenancies.

This Infosheet has some hard words. The first time we write a hard word it will be in **bold** and we will write what this word means. You can also find a list of these words and what they mean in the 'Glossary of Terms'.



What changed on 29 September 2020?



The freeze on **evictions** if you cannot pay your rent because of COVID-19 has finished. There are still some things you can do to get help. An eviction means being asked to leave a property or room that you rent.



The temporary approved reasons for why a landlord could end your lease have finished. For example, if they need to move into the property or sell the property.



What is still in place for tenants until 31 December 2020?



If you are experiencing domestic and family violence and you need to move quickly there are rules in place to protect you.

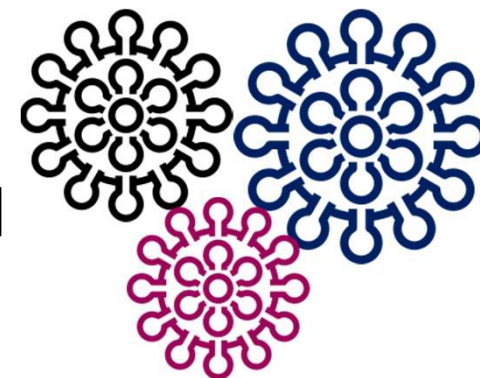
If you are a COVID-19 impacted tenant and can't pay your rent, you won't get listed on a **tenancy database**. You can read the rules around who is 'COVID-19 impacted' below on page 4 of this infosheet.

The **tenancy database** is a list where landlords and property managers can get information about tenants who have had problems with their tenancy.

In some conditions, 1 week is the most that you will pay in arrears. There could still be fees for cleaning or damages at the end of your tenancy.

You might have to pay to the

COVID-19 Conversations

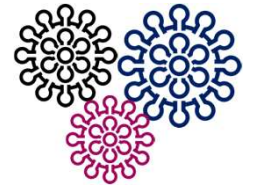


#1 Testing and wearing masks – What do we need to know?

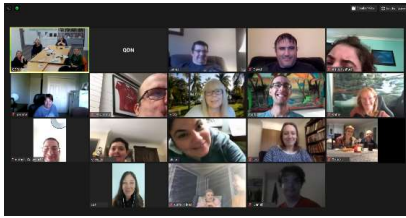
#2 Getting the healthcare you need during COVID-19: Get prepared and know your rights

#3 Disability supports during COVID-19: Get prepared and know your rights



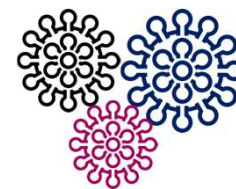
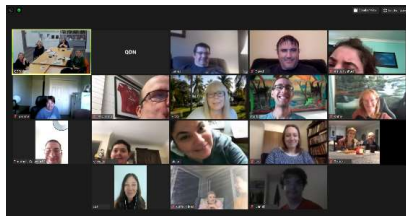


People with disability : Voice in system response



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QUEENSLANDERS WITH DISABILITY NETWORK

- Response and recovery planning
- Management and Operational Plan for People with Disability
- Health system reform planning - learnings and innovations from COVID
- Housing and homelessness service response
- Chief Health Officer Directives and impacts for people with disability
- Disability Inclusive COVID emergency preparedness and planning
- COVID Testing
- Residential Aged Care Facilities
- Surge Workforce
- Discharge from hospitals
- Visitors in hospital
- Disability services and restrictions
- Access to digital technology and knowledge and skills to use it
- Accessible user friendly information and resources
- Peer support and connection



Contact QDN

Michelle Moss: mmoss@qdn.org.au

qdn@qdn.org.au

(07) 3252 8566

www.qdn.org.au



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