Consumer disruption and resilience during COVID-19
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/
COVID-19 planning resource for people with disability

Person-Centred Emergency Preparedness Planning for COVID-19
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.”
COVID-19 contingency planning: everything actually worked!

Tags: bedbound, Coronavirus, COVID-19, crisis, emergency, homebound, plan, planning

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

GIVIT

Photo: Michelle and Reid with Reid holding his new laptop

Photo: All Hallows Student Mercy Action Group
Know your rights: Getting the healthcare you need during COVID-19
COVID-19 Residential Tenancy Agreements: Information Sheets
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

• 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
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