

## Disability support announcement – transport and contact centre

### Q&As

#### **When was this set up?**

The team has been supporting disabled people since 22 September.

#### **How will we know we've reached everyone we need to get vaccinated?**

Disabled people are represented across all sectors of the population and anyone who self-identifies as disabled can use this service. We constantly work with the disabled people's representatives to learn how effective our reach into their communities has been.

#### **Will these people do call outs (to people and carers) to ensure people have the info they need or will they be receiving calls only?**

This service is available to anyone who self-identifies as disabled, so we don't currently have enough information about these people to enable us to make outbound calls. However, we are encouraging wide use of the phonenumber via our connections into disabled communities. We regularly meet with community leaders and are providing information about the phonenumber in accessible formats to ensure the community is well-aware.

#### **Is there or will there be any door knocking/outreach clinics to ensure disabled people have access to the vaccine?**

DHBs and local providers are working with disabled people to ensure they can access the vaccine in a way that meets their needs in their local area. The 0800 number is a key tool to support that.

#### **When will accessible formats of this information be available?**

Information about the support team will be available in the following formats within the next week:

- Large print and audiofile
- Easy Read
- NZ Sign Language – video

#### **Why has it taken so long to reach the disabled communities who have been eligible for many months now (Group 3)?**

We've been working with community groups to get disabled people vaccinated. This is the latest tool to make things easier and respond to feedback we've received from this community.

#### **Who is the provider?**

This service is a collaboration between Capital and Coast DHB, Workbridge, and Whakarongorau Aotearoa – National Telehealth Service. It is part of the COVID Vaccination Healthline.

#### **Do people have to pay for the transport?**

No, transport costs arranged through the service are fully subsidised.

#### **How many disabled people are still left to be vaccinated?**

We don't have exact figures for this. Disabled people are represented across all sectors of the population.

#### **Who qualifies to use this service?**

Anyone who self-identifies as disabled can use this service.

**How much is it costing?**

The service is integrated as part of the COVID Vaccination Healthline supported by some additional funding to cover the costs of transport to vaccination centres.