

People with disability and their families talk about COVID-19

This document is about the experiences of people with disability and their families during the COVID-19 pandemic



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How to read this document



This document is from genU.

When you see the word “we”, it means genU.

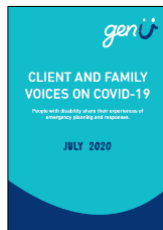


This document is written in a way that is easy to understand. We use pictures to explain some information.



We have written some words in **bold**.

We explain what these words mean on page 19.



This document is a short version of another document called “Client and Family Voices on COVID-19”.



You can get the other document on the genU website: www.genu.org.au



You may like help to read this document.

Please ask a friend, family member or support person to help.

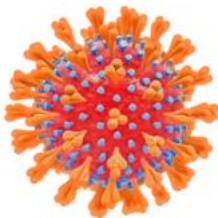
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Word list



Clients

Clients are people who use genU services.



COVID-19

COVID-19 is a virus that makes people unwell and spreads from one person to another person.



Essential support

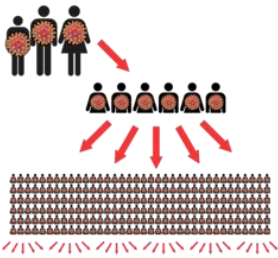
Essential support is help with activities people do every day like having a shower, going to the toilet, eating a meal, getting dressed or going to bed.

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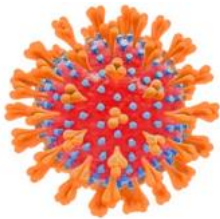
Government

A government is the group of people who make the rules about how people live and work in a country.



Pandemic

A pandemic happens when an illness or disease spreads quickly between people.



Virus

A virus is an illness or disease that can spread from one person to another person.

What is in this document?

How we got the information in this document	Page 6
Feedback on Communication during the COVID-19 pandemic	Page 9
Feedback on Essential Support during the COVID-19 pandemic	Page 12
Feedback on Support from the government and community during the COVID-19 pandemic	Page 16

How we got the information in this document



We asked **clients** and their families about their experiences during the **COVID-19 pandemic**.



The experiences clients and families told us about will help make the services we provide during the pandemic better.

These experiences will also help make our services better during other emergencies.



We asked clients and families questions about:



- communication from genU during the pandemic

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- **essential support** from genU during the pandemic

Essential support is help with activities people do every day like having a shower, going to the toilet, eating a meal, getting dressed or going to bed.



- support from the government and community during the pandemic.



We asked clients and families questions:



- in an online survey

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- in small groups



- through a question and answer sheet that Shared and Respite Living residents talked about together.



This document tells you about the experiences that clients and families shared with us.

Feedback on communication during the COVID-19 pandemic



Some clients and families were happy with the way genU communicated with them during the pandemic.



They said genU's communication helped them to feel safe.



Some clients and families felt worried and upset that:



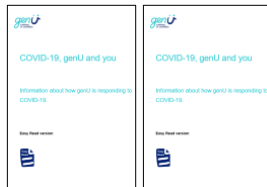
- they had to ask for information on how genU was keeping clients safe during the pandemic



- it took genU too long to give clients and families information on how we were keeping clients and workers safe.



Clients and families told genU we need to improve how we communicate during emergencies. We need to:



- make sure clients and families get the same information about their service



- have more information in Easy Read



- use more photos in Easy Read documents

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- use more videos to provide information



- use Zoom so you can ask questions to genU managers about what they are doing to keep you safe in emergencies.

Feedback on Essential Support during the COVID-19 pandemic



Essential support is help with activities people do every day like having a shower, going to the toilet, eating a meal, getting dressed or going to bed.



genU provides essential support to clients.



Most clients continued to receive their essential support services from genU during the pandemic.



Clients and families told genU they were happy that they could change their services to suit their needs during the COVID-19 pandemic.

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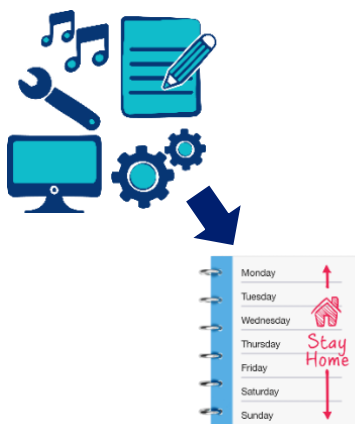
1. _____ Clients and families said the 3 main things that
2. _____ affected their lives the most during the
3. _____ pandemic were:



- not being able to see family or friends



- not being able to go out into the community



- changes to their usual daily activities, like work or programs.



Clients and families told genU we need to do some things to improve essential support during emergencies. These things are:



- provide more support with shopping and groceries



- make sure support workers who fill in shifts, know how to support the client they are working with.

Feedback on support from the government and community during the COVID-19 pandemic.



The **government** is the group of people who make the rules about how we live and work in Australia.



The government and community can help people during emergencies. They can:



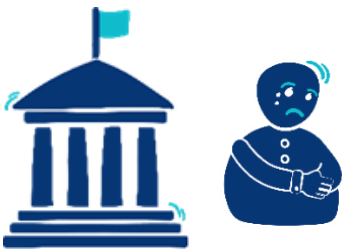
- give people more money



- tell people how to stay safe



- tell people where to go to get help.



Some clients and families said they felt like the government had forgotten about people with disability during the pandemic because:



- they did not give people with disability enough extra money during the pandemic



- they did not think about how some of the rules to keep people safe, would affect people with disability



- they did not tell people with disability where to go to get help.



genU Clients and families felt the government and community can do more things to improve the support for people with disability during emergencies.

These things are:



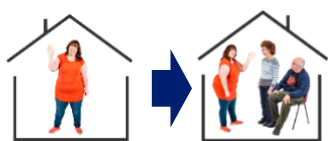
- give people with disability more money for supports they may need in emergencies



- make information on emergencies easy for everyone to understand



- make the special times at supermarkets for people with disability to do their shopping, later in the day



- ask neighbours to check on each other to make sure people are safe and well



- make rules that keep people with disability safe when their support changes because of an emergency.



Most clients and families thought an 1800 phone number for people with disability to ring during emergencies would be helpful.



Thank you

genU would like to thank clients and families for sharing their experiences.

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