

## **New disability and accommodation questions added to self-assessment form for people with COVID – 23 March 2022**

People reporting that they have tested positive for COVID-19 receive a text message which links to a self-assessment forum. Completion of this form is vital for care coordination hubs to understand any needs people in the community may have while they are isolating.

From 22 March, the online self-assessment form linked to the text message now includes disability and accommodation questions. These questions are asked to ensure people's needs are accounted for during isolation.

A new addition to the form allows people to declare a disability they are living with. This alerts the coordination hub to ensure they are prioritised for contact to find out their needs during isolation.

Another addition allows people to flag if they have a problem with where they are isolating. This will enable the coordination team follow up with people who may need support to isolate.

These changes are part of our ongoing efforts to ensure people impacted by COVID-19 receive the best possible care and support, with a particular focus on equity and the most vulnerable in our communities.

It will now be easier for people to self-notify accommodation and disability needs, and also for Care Coordination Hubs to have greater visibility over who may need alternative accommodation or additional support because of disabilities in their areas. Previously, people had to register requests for alternative accommodation by calling Healthline or the Ministry of Social Development, which then notified hubs for SIQ coordinators to action.

People who report a positive test result over the phone (by calling 0800 222 478 and choosing option 3) will be asked these same disability and accommodation questions over the phone.

### **The new disability question is:**

- Are you a disabled person, tangata whaikaha Māori, or a person with disabilities?

People responding 'yes' will have an underlying condition/s linked to their case records.

### **The new accommodation questions are:**

- Can you safely self-isolate in your current accommodation?

If a person answers no, the following question will display:

- Why is your current accommodation not suitable for you to self-isolate in? Select all that apply:
  1. I live in overcrowded housing and I have someone with serious health conditions in my house.
  2. I have nowhere to safely isolate.
  3. I don't have access to basic facilities (power, toilet, water).
  4. Other (with free text).

Additional fields relating to accommodation will be linked to a person's case record. If accommodation needs are flagged, community hub coordinators are prompted to take action according to local processes.

## **0800 numbers to assist people with COVID**

Not everyone has access to digital tools to manage their case of COVID-19 or be able to manage entirely on their own with digital tools. Assisted channels are for people who may not have digital access or need additional support to manage their health and welfare.

The table below can be shared with those who need assistance outside of digital channels. It is available in the latest Omicron Update (21 March 2022) to the COVID-19 Care in the Community Framework on the Ministry of Health's website [Caring for people with COVID-19 in the community | Ministry of Health NZ](#)

**ASSISTED CHANNELS:**

<b>Pathway</b>	<b>Information</b>	<b>Number</b>
Assessment, Support and Testing	General COVID-19 Healthline – care and support	0800 358 5453
Assessment and notification	Where and how to get a test	0800 222 478
	How to report your results	0800 222 478
Support	COVID-19 Welfare Line	0800 512 337
	Whānau Ora – access to health and welfare support	North Island: <u>0800 929 282</u> South Island: <u>0800 187 689</u>
	Support for Pacific People	0800 652 535
	South Seas Healthcare	0800 31 13 31 option 1
	The Fono (Pasifika only)	0800 366 648
	Community-based health and social support services in your area	0800 211 211
	Family and Sexual Violence	0800 650 654
	Rural Support Trust	0800 787 254
	Business Support	North Island: 0800 500 362 South Island: 0800 505 096
	Mental Health and Addictions Support	Call or text 1737
	Drug and Alcohol Helpline	0800 787 797
	Plunket Line	0800 933 922
	Healthline - for advice on other health matters	0800 611 116