

COVID-19 vaccine Toolkit for organisations working with disabled people

Information and resources to support COVID-19 vaccination





Contents

1 Introduction

2 Key messages

3 Brochures, factsheets and guides

4 Posters

5 Videos

6 Social media

7 Media guidance

8 Useful links

Introduction

The worldwide response to the COVID-19 pandemic has added even more complexity to the lives of disabled people and their whānau.

This can be an anxious and uncertain time for those in our community who are disabled or who have a health condition and may be at greater risk from COVID-19.

This toolkit has been developed for organisations working with disabled people and people with health conditions to communicate about the COVID-19 vaccination programme. It provides organisations working with disabled people and people with health conditions resources to support the COVID-19 vaccination programme.

Being vaccinated is the best way to protect ourselves, our whānau and communities against COVID-19. This is especially true for disabled people and people with health conditions.

The Ministry of Health recognises that getting a vaccination is a different journey for many people with a disability or a health condition. This toolkit will help with useful and accurate information about the vaccine and information about how, where and when people can get vaccinated.

If there's something else you would like included in this toolkit, please let us know. We look forward to making it more useful based on your feedback.

Files in this toolkit can be downloaded for immediate printing or sharing.

If you would like 'open artwork' files so you can add your own logo, please email your request with 'open artwork' in the subject line.

If you are a non-profit organisation and would like to order printed copies of the material in this toolkit, please get in touch to discuss your needs.

Most things provided here are easily adaptable to suit your preference and if there's something else you would like to see included, just let us know, we look forward to making it more useful based on your feedback. Email all requests to us at: covid-19vaccinecollateral@health.govt.nz

Key messages

This document includes a range of messages you may like to use in your organisation's communications.

With lots of information available, these messages provide guidance on what might work well to inform your communities, encourage them to get vaccinated and address any concerns.

Accurate and trusted information about the COVID-19 vaccine can be found at covid19.govt.nz, health.govt.nz and karawhiua.nz

Please also see the [COVID-19: Disabled people vaccine advice page](#) on the Ministry of Health website.

District Health Boards (DHBs) are working with vaccination providers and sites to ensure they provide a range of services for disabled people. This may include transport and home visits. Contact your local DHB to find out what's available in your area (for contact information, refer to section 8 of this document).

About the vaccine

- On the Ministry of Health website you'll find [COVID-19 vaccine information](#) in [alternate formats](#), including large print, audio, EasyRead and New Zealand Sign Language.
- Getting vaccinated is the best way to protect ourselves, our whānau and communities from COVID-19.
- The Pfizer vaccine has been thoroughly assessed for safety by New Zealand's own Medsafe experts and international medical safety agencies.
- The vaccination rollout is on track to give everyone in Aotearoa New Zealand aged 12 and over the opportunity to be vaccinated with two doses of the Pfizer/BioNTech vaccine by the end of 2021.
- The COVID-19 vaccine is highly effective if people have both doses. Studies show around 95 percent of people who have received both doses of the vaccine are protected against getting severe COVID-19 symptoms. Once you are fully vaccinated you are far less likely to fall seriously ill and less likely to transmit the virus to others.

- It's very important you get both doses of the vaccine, as this will give you the best protection against the virus. The standard gap between doses is 6 weeks or more.
- You can find information about safety and approval of the COVID-19 vaccine on the [Ministry of Health website](#).

After vaccination

- After your vaccination you might feel fatigued for a few days or have another common side effect like a headache. You might like to take it easy for a few days after the COVID-19 vaccination or arrange to have someone check in on you.
- You can find information on side effects and reactions to the vaccine in the [COVID-19: Vaccine side effects and reactions](#) section of the Ministry of Health website.

Booking your vaccination

You can book your vaccination:

- online at [BookMyVaccine.nz](https://bookmyvaccine.nz)
- by phoning **0800 28 29 26** – the **COVID Vaccination Healthline**, 8am to 8pm, 7 days a week. You can ask for support, a translator or an interpreter if you need it. Use [NZ Relay Services](#) if you are Deaf, hard of hearing, deafblind or speech-impaired
- by booking directly with a local health care provider. Check with your doctor, pharmacy, medical/hauora provider, marae, church or community clinic
- when booking please mention if you have a disability or a health condition or are caring for someone with a disability or health condition.

Someone from your whānau or family, a friend or carer can help you book your appointments, or book them for you. You can take a support person with you to your vaccine appointment.

Disabled people can be vaccinated with their carers or support people as part of a group booking by calling **0800 28 29 26**.

If you are unable to leave your home to get a vaccination or have other questions or concerns, contact your doctor other health care provider or your local DHB to discuss your needs.

You'll need to book two appointments, with a gap between doses of 6 weeks or more. It's very important you get both doses of the vaccine as this will give you the best protection against the virus.

If you have an appointment booked, but decide not to get vaccinated at that time, you can reschedule.

If you have questions about accessibility at vaccine sites or have specific or complex needs, call the **COVID Vaccination Healthline** on **0800 28 29 26**. If you booked through your doctor or health care provider, contact them instead.

There's more information about what to expect when booking in the [Booking your vaccine factsheet](#).

Some people with a health condition may not be able to wear a mask or face covering safely or comfortably when attending an appointment. You do not need an exemption card, but if you would feel more comfortable showing something official to confirm you cannot wear a mask or face covering, exemption cards can be requested from the [Disabled Persons Assembly NZ website](#).

You can wear your exemption card on a lanyard if you want to, so people can easily see why you're not wearing a mask or face covering.

Who can get the vaccine?

- Everyone in New Zealand who is 12 years and over is eligible to get a vaccination.
- You do not need an NHI number to get vaccinated. If you don't have one, you will get one when you are vaccinated. The NHI database will not be used for non-medical purposes.
- If you're 12–15 years old, the Ministry of Health recommends discussing the vaccination with your whānau or a trusted support person. You can find information about the vaccine on the Ministry of Health website and ask questions of a health professional prior to getting the vaccine. Your parent or caregiver can provide consent if you prefer.

Brochures, factsheets and guides

Share in an email or print these resources to help with disabled people and people with a health condition find the information they need, including vaccine safety and possible side effects, what to expect when booking and how to deal with misinformation.

Download information sheets and brochures

EASY READ

An Easy Read guide to the COVID-19 vaccine

Includes what to expect at vaccine appointments.



BROCHURE

Get the facts

Information about how the Pfizer COVID-19 vaccine works.

Download information sheets and brochures

Making a decision about having the COVID-19 vaccine

Being vaccinated is the best way to protect ourselves, our whānau and communities against COVID-19. This is especially true for many disabled people and people with health conditions.

The Ministry of Health recognises that getting a vaccination is a different journey for disabled people and people with health conditions. Everyone should have the opportunity to take an active role in making decisions about their emotional wellbeing and their physical health.

In this factsheet you'll find guidance and tools on making a decision about the COVID-19 vaccine. The guidance and decision-making tools are also available in EasyRead formats online at the links provided in the following sections.

To find out more about the COVID-19 vaccine, have a look at information available online:

- health.govt.nz/infoForDisabledPeople
- teahau.govt.nz

About the vaccine

The Pfizer vaccine has been thoroughly assessed for safety by New Zealand's Medsafe experts and international medical safety agencies.

You can find out how the vaccine works at covid-19-how-the-vaccine-works/Medsafe/HealthNZ.

The COVID-19 vaccine is highly effective if people have both doses. Studies show around 95 percent of people who have received both doses of the vaccine are protected against getting COVID-19 symptoms. Once you are fully vaccinated you are far less likely to fall seriously ill and less likely to transmit the virus to others.

It's very important you get both doses of the vaccine to give you the best protection against the virus. You should get them 6 weeks apart or more.

You can find information on side effects and reactions to the vaccine in the [COVID-19 vaccine side effects and safety](https://covid-19-vaccine-side-effects-and-safety) section of the Ministry of Health website, or read the factsheet [Your safety and side effects questions answered](#).

Depending on your previous experiences with other vaccinations you may like to plan to take it easy for a few days after the COVID-19 vaccination to allow time to recover – and if you live alone, to arrange to have someone check in on you.

Resources to help you decide

There's a COVID-19 decision-making tool available. You can fill in the tool yourself and take it with you to your vaccination appointment.

We recommend discussing the vaccination with your whānau or a trusted support person, particularly if you're 12-15 years old. You can find information about the vaccine on the Ministry of Health website and ask questions of a health professional before getting the vaccine or at your appointment. Parents or carers can provide consent if preferred.

Resource to download:

Making a decision about having the COVID-19 vaccine: [Decision-making tool](#).

Resources to help others decide

There are also resources you can use to help someone else make a decision about the COVID-19 vaccine. This includes three guidance tools about supported decision-making.

Supported decision-making is an important process for people who need assistance to make important decisions. Your support may be needed because a person has particular communication needs, a learning disability, an

To Kōwhiriwhiri o Aotearoa
New Zealand Government

Unite against COVID-19

MINISTRY OF HEALTH
MANATŪ HAUORA

HP7028 | 22 September 2021

FACTSHEET

Making a decision about having the vaccine

Includes supported decision making.

Booking your COVID-19 vaccine: What to expect

Being vaccinated is the best way to protect ourselves, our whānau and communities against COVID-19. This is especially true for many disabled people and people with health conditions.

Everyone in Aotearoa New Zealand aged 12 and over will be able to be vaccinated by the end of this year.

How to book your COVID-19 vaccine

You can book your vaccination:

- online at [BookMyVaccine.nz](https://bookmyvaccine.nz)
- by phoning **0800 28 29 26** – the COVID Vaccination Helpline. Bam to 8pm, 7 days a week. You can ask for support, a translator or an interpreter if you need it. You can also use NZ Relay Services if you are deaf, hard of hearing, deafblind or speech-impaired
- you can also book directly with a local health care provider. Check with your doctor, pharmacy, medical/huora provider, marae, church or community clinic if you would prefer to be vaccinated at those places
- disabled people with carers or support people can have their vaccination as a group booking, which needs to be booked at **0800 28 29 26**
- when booking, please mention if you have a disability or health condition or are caring for someone with a disability or health condition.

Someone from your whānau, a friend or a carer can help you book your appointments or book them for you.

Information you'll need to provide when booking

Name, date of birth and contact details

You will need to provide your name, date of birth and contact information, including a phone number, an email address or both. You don't need to provide official identification.

If you would like automatic confirmation of your appointments and reminders the day before each appointment, you should provide:

- a cell phone number for texting – texts can't be made to a landline
- an email address.

National Health Index (NHI) number (optional)

It's a good idea to also have your national health number (also called your NHI or National Health Index number) ready, but you can book without it.

You can find your NHI on a prescription, x-ray or test result or a letter from the hospital.

You do not need an NHI number to get vaccinated. If you don't have one, you will get one when you are vaccinated. The NHI will not be used for non-medical purposes.

Appointment time and place

During the booking you'll need to choose where and when you would like to have your vaccine.

You'll need to book two appointments, with a gap between doses of 6 weeks or more. It's very important you get both doses of the vaccine as this will give you the best protection against the virus.

To Kōwhiriwhiri o Aotearoa
New Zealand Government

Unite against COVID-19

MINISTRY OF HEALTH
MANATŪ HAUORA

HP7020 | 22 September 2021

FACTSHEET

Booking your COVID-19 vaccine: What to expect

Information on how and where to book.

COVID-19 vaccine: Your safety and side effects questions answered

How does the Pfizer vaccine work?

The vaccine you will receive is made by Pfizer/BioNTech. It does not contain any parts of the virus. You cannot catch COVID-19 from the vaccine.

The vaccine sends a set of instructions to teach your body how to fight the virus that causes COVID-19.

With these instructions your body learns to recognise the virus that causes COVID-19 and use antibodies against it. Antibodies stop the virus from infecting your cells and help to kill it.

That means if you come into contact with the virus in the future, your body will have the right tools to protect itself so you are less likely to get sick.

What do we know about the vaccine's safety?

The Pfizer vaccine has been thoroughly assessed for safety by Medsafe experts.

Medsafe only grants consent for using a vaccine in Aotearoa once they're satisfied it has met strict standards for safety, efficacy and quality.

This is the same process used to assess other medicines, like the flu vaccine.

There have been no shortcuts taken in granting approval.

The Pfizer vaccine has been used successfully by millions worldwide.

It continues to be monitored for safety.

How effective is the vaccine, and what does 95 percent mean?

The COVID-19 vaccine is highly effective if people have both doses.

Studies show that about 95 percent of people who have received both doses of the vaccine are protected against getting COVID-19 symptoms. If you are fully vaccinated you are far less likely to fall seriously ill and less likely to transmit the virus to others.

It's the best way to protect you, your whānau and your community.

What are the side effects?

Like all medicines, the vaccine may cause side effects. These are common, and for most people are mild and don't last long.

The most reported reactions are:

- pain at the injection site
- headache
- feeling tired or fatigued
- muscle aches
- feeling generally unwell
- chills
- fever
- joint pain
- nausea.

Depending on your previous experiences with other vaccinations you may like to plan to take it easy for a few days after the COVID-19 vaccination or arrange to have someone check in on you.

To Kōwhiriwhiri o Aotearoa
New Zealand Government

Unite against COVID-19


MINISTRY OF HEALTH
MANATŪ HAUORA

HP7024 | 22 Sept 2021

FACTSHEET

COVID-19 vaccine: Your safety and side effects questions answered

Includes how the vaccine works.



COVID-19 vaccination: Responding to false and misleading information and scams.

A guide for health professionals and community leaders

To Kōwhiriwhiri o Aotearoa
New Zealand Government

Unite against COVID-19

MINISTRY OF HEALTH
MANATŪ HAUORA

HP7026 | 24 Sept 2021

BOOKLET

Misinformation

Responding to false and misleading information and scams. Includes where to get the facts.



Alternate formats information about COVID-19

You can find information and health advice about COVID-19 in Easy Read, New Zealand Sign Language, large print and audio formats on the [Ministry of Health website](#).

[COVID-19: Easy Read information](#)

[COVID-19: New Zealand Sign Language](#)

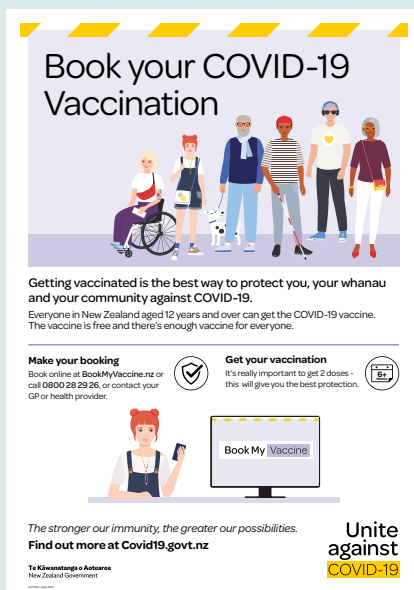
[COVID 19: Large print and audio](#)

These resources are regularly updated.

Posters

Download posters

Posters can be downloaded to print and display for your community.



Book your COVID-19 Vaccination

Getting vaccinated is the best way to protect you, your whānau and your community against COVID-19. Everyone in New Zealand aged 12 years and over can get the COVID-19 vaccine. The vaccine is free and there's enough vaccine for everyone.

Make your booking
Book online at [BookMyVaccine.nz](https://bookmyvaccine.nz) or call 0800 28 29 26, or contact your GP or health provider.

Get your vaccination
It's really important to get 2 doses - this will give you the best protection.

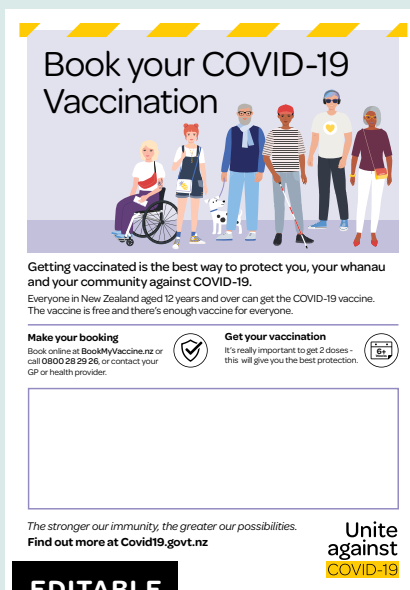
The stronger our immunity, the greater our possibilities.
Find out more at Covid19.govt.nz

Te Kaitiaki Take Kōwhiri
New Zealand Government

Unite against COVID-19

Booking a COVID-19 vaccination

There are two versions of this poster – one of them editable so you can add details of local vaccine events. Either download and edit before printing, or print it and hand write details.



Book your COVID-19 Vaccination

Getting vaccinated is the best way to protect you, your whānau and your community against COVID-19. Everyone in New Zealand aged 12 years and over can get the COVID-19 vaccine. The vaccine is free and there's enough vaccine for everyone.

Make your booking
Book online at [BookMyVaccine.nz](https://bookmyvaccine.nz) or call 0800 28 29 26, or contact your GP or health provider.

Get your vaccination
It's really important to get 2 doses - this will give you the best protection.

The stronger our immunity, the greater our possibilities.
Find out more at Covid19.govt.nz

Unite against COVID-19

EDITABLE



Vaccination site

Your organisation's name here

Venue	Your location details here 2 lines
Time	Hour AM / PM
Contact	Organisation website details

Bookings / Anyone Welcome!

Getting vaccinated protects everyone

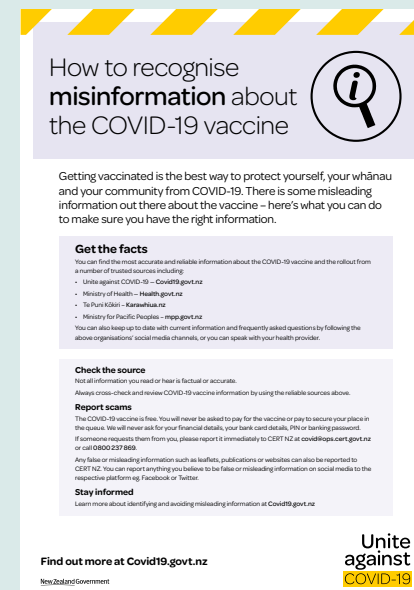
Organisation logo here

Unite against COVID-19

EDITABLE

Poster title

This Vaccination site poster is editable so you can add details of local vaccine events. Either download and edit before printing, or print it and hand write the event details.



How to recognise misinformation about the COVID-19 vaccine

Getting vaccinated is the best way to protect yourself, your whānau and your community from COVID-19. There is some misleading information out there about the vaccine – here's what you can do to make sure you have the right information.

Get the facts
You can find the most accurate and reliable information about the COVID-19 vaccine and the rollout from a number of trusted sources including:

- Unite against COVID-19 – Covid19.govt.nz
- Ministry of Health – Health.govt.nz
- Te Puni Kōwhiri – Kaitiaki.govt.nz
- Ministry for Pacific Peoples – mpe.govt.nz

You can also keep up to date with current information and frequently asked questions by following the above organisations' social media channels, or you can speak with your health provider.

Check the source
Not all information you read or hear is factual or accurate. Always cross-check and review COVID-19 vaccine information by using the reliable sources above.

Report scams
The COVID-19 vaccine is free. You will never be asked to pay for the vaccine or pay to secure your place in the queue. We will never ask for your financial details, your bank card details, PIN or banking password. If someone requests them from you, please report it immediately to CERT NZ at covid@ops.cert.govt.nz or call 0800 237 889.

Any fake or misleading information such as leaflets, publications or websites can also be reported to CERT NZ. You can report anything you believe to be false or misleading information on social media to the respective platform eg Facebook or Twitter.

Stay informed
Learn more about identifying and avoiding misleading information at Covid19.govt.nz

Find out more at Covid19.govt.nz

New Zealand Government

Unite against COVID-19

Misinformation

How to recognise misinformation about the COVID-19 vaccine.

Videos

Download videos

Videos can be downloaded and shared on your own website, social pages or via link in newsletters and emails.



Moving Portraits Series

A series of people across Aotearoa New Zealand talking about why it's important to them to get vaccinated.

[View on YouTube](#)



NZ Vaccine Facts Series

NZ Vaccine Facts is an 8-part animated series explaining facts about the COVID 19 vaccine. An upcoming video (number 7) features Carlo, a Māori father with a low vision / blind disability – look out for this episode soon.

[View on the Unite Against COVID-19 website](#)

Download videos



COVID-19 vaccine How does the vaccine work?

How does the vaccine work?

Learn about how the Pfizer mRNA vaccine teaches your body to recognise the virus that causes COVID-19 and what happens to the mRNA once it's done its job.

[View on YouTube](#)



Vaccine story

This animation tells the story of the vaccine supply journey in Aotearoa New Zealand.

[View on YouTube](#)


Social media

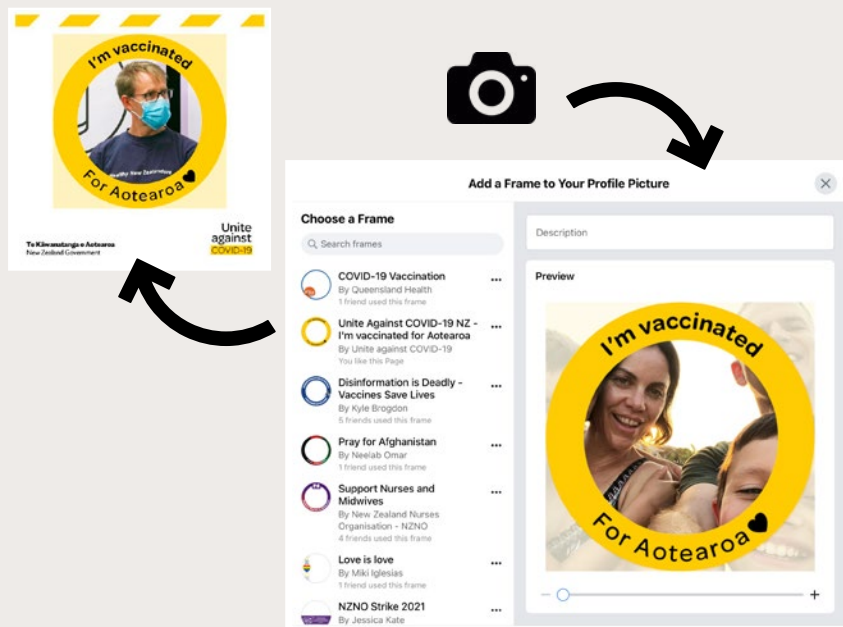
Download social media resources

Facebook frames

To promote visibility of those who are vaccinated, people can add a frame to their Facebook profile image online.

Instructions to your community to upload:

1. go to your profile
2. click the  to change your profile picture
3. click 'Add Frame'
4. search **Unite Against COVID-19 NZ** or **Vaccinated NZ**



Social tiles

Use these tiles in your social media posts to promote vaccinations in your community.



Media guidance

Here's some information to keep in mind when you're writing a media release or preparing for an interview.

Your experience with media may be wide and varied or you may not have any. Working with the media can be daunting, but the good news is we are here to help. The Ministry of Health media team can give you tips on how to arrange a media event, how to write a media release and what to say if you have a media interview.

Sometimes, there may be unexpected media interest in an event you are holding. We can give you some tips on how to deal with media who may turn up on the day and how you can help them get the information they need.

The best way of contacting us is through the media inbox: media@health.govt.nz. Please give us as much notice as possible.

Writing a media release

1. Start with the most important information.
2. Think: who, what, where, why and when.
3. Source the information: provide the name and job title of the person you are attributing the information to.
4. Keep text simple and sentences short.
5. Present information in a way that everyone can understand.
6. Translate complex language into plain language.
7. Don't expect to see the release printed in its entirety, or as you provided it.
8. Include "for publication" in your email subject line when emailing releases.
9. Attach current/relevant images.
10. Add your name, job title and contact number so the journalist knows who to contact if they have more questions.

Useful links

Unite against COVID-19
covid19.govt.nz

Karawhiua
karawhiua.nz

Healthpoint
healthpoint.co.nz/covid-19-vaccination

Here are links to the COVID-19 websites of each District Health Board, outlining how the vaccination is being delivered in their region. You can also follow them on social media – check their websites for details.

North Island District Health Boards

Auckland
immunisation.northernregion.health.nz

Bay of Plenty
vaccinations.bopdhb.health.nz

Capital & Coast
<https://www.rph.org.nz/public-health-topics/vaccinate-greater-wellington/>

Counties Manukau
countiesmanukau.health.nz/covid-19/vaccine-rollout

Hawke's Bay
ourhealthhb.nz/community-services/current-public-health-warnings-and-alerts/covid-19-vaccine-information

Hutt Valley
<http://www.huttvalleydhb.org.nz/your-health-services/disability/support-for-our-disability-community-during-covid/>

Lakes
lakesdhb.govt.nz/Article.aspx?ID=12168

MidCentral
covid19.mdhb.health.nz

Northland
northlanddhb.org.nz/home/covid-19/covid-19-northland-hub/vaccine-programme-information

Tairāwhiti
hauoratairawhiti.org.nz/your-health/covid-19-vaccinations-2

Taranaki
<https://www.tdhub.org.nz/covid19/vaccine.shtml>

Waikato
waikatodhb.govt.nz/your-health/covid-19-in-waikato/covid-19-vaccination

Wairarapa
wairarapa.dhb.org.nz/news-and-publications/covid-19/covid-vaccination

Waitematā
waitematahdhb.govt.nz/patients-visitors/new-page

Whanganui
wdhb.org.nz/covid-19/covid-19-vaccine

South Island District Health Boards

Canterbury

vaccinatecanterburywestcoast.nz

Nelson Marlborough

nmdhb.govt.nz/quicklinks/about-us/emergency-management-and-planning/covid-19/covid-19-vaccine-rollout

South Canterbury

scdhb.health.nz/info-for-you/covid-19vaccine

Southern

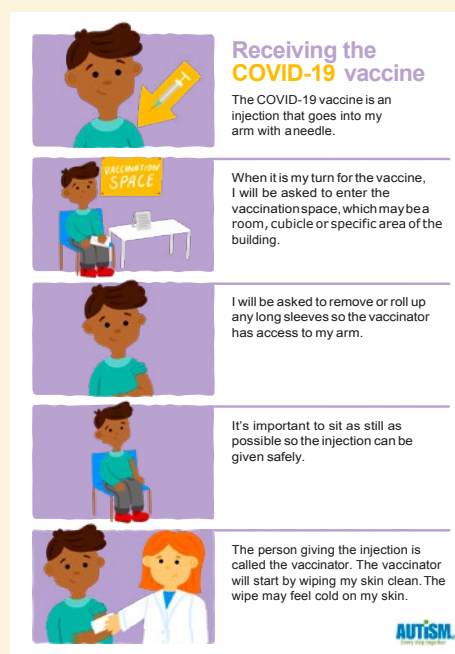
southernhealth.nz/COVID-19

West Coast

vaccinatecanterburywestcoast.nz

Additional resources and support

Autism NZ has a social story available, for anyone wanting to know about what happens at a vaccine event.



Healthcare NZ has an online tool called Preparing for COVID-19 vaccination event.

The Personal Advocacy and Safeguarding

Adults Trust is offering support for people with learning disabilities or other cognitive impairments to make decisions about having the COVID-19 vaccine. They provide this support free of charge across the country. They are able to:

- work with people and their supporters who may lack confidence with Supported Decision Making to coach them on strategies and approaches, specifically regarding whether or not they wish to receive the COVID-19 vaccination
- work with people who may not have any other supporters to complete and document a Supported Decision Making process regarding whether or not they wish to receive the COVID-19 vaccination.

Visit patrust.net.nz, call 0800 728 7878 or email advocacy@PASAT.org.nz.



Version 1
September, 2021

This pack has been developed as part of the Ministry of Health's COVID-19 Vaccination and Immunisation Programme for use by the Disabled People's Community.

There are resources provided in this toolkit that aren't created by the Ministry of Health, and may contain information that has been updated by the Ministry following their creation.