Sustaining Disability Services online during COVID-19
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1. How disability services responded to closure of face-to-face services

2. The emergence of online services as a Complex Adaptive System

Research question

.   What are the specific conditions that give rise to a sense of connection and psychological safety online?
2.   What are the practices that staff engage in to foster an environment that allows these conditions to emerge?
3.   What role does collective learning play in creating these conditions?

Situation of Concern

- Disability services closed during pandemic
- Disabled people most at risk of contracting virus and social isolation /difficulty sustaining mental health and wellbeing
- Poor levels of digital literacy - staff and disabled people.
- Lack of technological readiness within organizations

Methodology

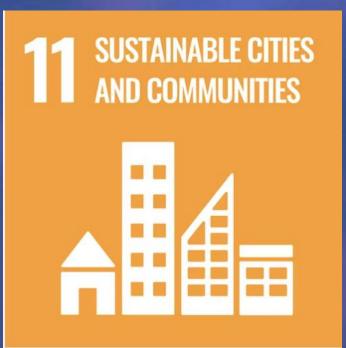Study 1: Interviews with 12 service providers
Study 2: World cafe

3. Findings

Meaningful connection possible online

- Deepening relationships between people accessing services, staff and family members
- Shifting power dynamics between organisation and service delivery teams/ attendees (who now began to facilitate some sessions).
- Participation dependent on level of psychological safety created in the design of online space
- Development of online communities (SDG 11) critical to health and wellbeing (SDG 3) and to right to choice under UN CRPD

Psychological safety and connection dependent on Architecture of practice developed within Complex Adaptive System

3 GOOD HEALTH AND WELL-BEING

11 SUSTAINABLE CITIES AND COMMUNITIES

CRPD CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES