**Ep 1 Food and Shopping**

**Accessible Transcript**

**Visual**

**A white screen with black text reads ‘Disabled people and COVID-19. Our experiences during alert levels 4 and 3.’ A subheading reads ‘Food and Shopping.’ Text reads: In this video, there are the following accessibility components: New Zealand Sign Language; Audio Description; Captions in te reo Maori and English. A person is signing in NZSL. There are captions at the bottom of the screen. A smiling woman with vivid fuchsia hair and wearing a black top and colourful bead necklace sits facing her computer screen. Behind her is a framed artwork.**

**Audio**

(Prudence): Kia ora, my name's Prudence, and I'm a disabled woman. I live in central Wellington in an apartment in an apartment on the 13th floor. I'm the Chief Executive of the Disabled Persons Assembly New Zealand. Getting food in lockdown – well,... that’s quite a challenge. I was not able to leave my apartment. Going to the supermarket is a physical challenge for me at any time, and I don't receive formal supports to have someone help with getting my shopping. So I rung the supermarket that I usually order most of my shopping from and get it delivered. For the nine months before lockdown, every time I ordered from that service, they brought the shopping up to my door. They couldn't tell me over the phone whether the driver would do this, and they told me on the intercom when they arrived that they couldn't bring it up. I replied that I couldn't collect it. They did [then] bring it up, and I thanked them very much. They then proceeded to tell me that this was the last time and they were not supposed to, and I found their responses really threatening and abusive. I was quite rattled by our exchange. That made me feel pretty useless, really, and it made me feel really different – like I was expecting something extraordinary when all I want is a solution to be able to get food. It would make my shopping experience better if I just knew what service I could expect to receive. I just want to get a basic human need met in a safe way.

**Visual**

**A smiling man with dark hair and wearing a red jumper over a collared shirt sits facing his computer screen. Behind him is a kitchen and children’s drawings pinned to the wall.**

**Audio**(Jonathan): My name's Jonathan Godfrey. I am the National President for Blind Citizens New Zealand, a disabled people's organisation mandated under the United Nations Convention. I'm also a senior lecturer in statistics. I guess the greatest thing that was different for me and perhaps a little difficult was that I take a huge responsibility for things like the shopping in my household. Suddenly rules were imposed that says, "No, only one person from your bubble goes shopping." And, of course, for anyone who was used to doing shopping with an assistant – meaning there was two of you together – that suddenly became a challenge, and that definitely threw our household out, because that one person couldn't be me. It had to be someone else. The way we operate in our household as a team… that, you know, I do the bits I'm good at and someone else does the bits at they're good at – that was broken down. So what was going on outside our bubble actually interfered with how we operated inside our bubble. So, one of the challenges that I find very, very frustrating with online shopping is the absence of meaningful product descriptions that give me the confidence to buy something. But reading descriptions of products and trying to work out if that's the one you really want when everything you've been able to go by in the past is "I want the tomato sauce bottle that feels like this" because the shape of the bottle is enough. Or to be able to go shopping with my 8-year-old daughter and tell her, "Grab the one we always get. Is it on special?" You know, those are the sorts of things you can do quickly in a personal shopping environment

but not so when... when you actually go online. But,... practically speaking, that excluded me from the shopping experience, and my feeling of... what is that I was contributing before lockdown to our family environment and what do I need to do now? It took me a while to get used to it and work out what my place was.

**VISUAL**

**Prudence appears on screen, facing her computer.**

**AUDIO**

(Prudence): Ordinarily, I go about my life in a way that works for me because there's lots of options around, so just by making specific choices or purchasing specific services, I can get my needs meet that way. But in lockdown, of course, a whole lot of those options were not available for people, which, in turn, actually meant that it was much harder for me to meet my needs. I appreciate in the COVID situation that there's all sorts of health and safety issues to manage, but I do think that it's an opportunity for food suppliers – whoever they may be – to think about how they can meet the needs of the whole population, because I know I'm not the only one. I guess that's that typical thing that disabled people face a lot of the time about that internalised ableism and feeling like we are the ones that are the problem when we're just trying to get a basic need met.

**VISUAL**

**Black text on a white background reads ‘1 in 4 kiwis are disabled people. Our experience counts in COVID-19. Support our whole team of 5 million. Share this story!’ The word ‘whole’ is capitalised and bolded. On a white background, text reads ‘Proudly brought to you by the DPO Coalition.’ Beneath the text are seven logos of Disabled Persons Organisations: People First New Zealand, Balance Aotearoa, Kapo Maori Aotearoa New Zealand Incorporated, Muscular Dystrophy New Zealand, Disabled Persons Assembly NZ, Deaf Aotearoa and Blind Citizens NZ. Text reads ‘Funded by’ and the blue and purple logo for Office for Disability Issues. Te Tari Mo Nga Take Hauatanga. Administered by the Ministry of Social Development. Proudly produced by Activate Agency.**

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