

23 March 2021

Dear valued Multicap customer/representative

Supporting our customers and staff with COVID-19 vaccination

In March last year, at the beginning of the COVID-19 pandemic, Multicap outlined three priorities that would guide our decision making as we headed into an uncertain time for our customers and our communities.

- Keep delivering on our sole purpose
- Keep our customers and staff as safe as possible
- Keep as many people employed as possible.

We are using these same principles to guide our next steps as we move into supporting our customers and our staff to access the COVID-19 vaccination, a major part of Australia's plan to keep all citizens safe and well. While the vaccination is voluntary, Multicap fully supports the vaccination program and encourages all customers and staff to receive the vaccine to help protect our community.

As the Australian Government's rollout of the vaccine gathers pace, we would like to update you with how Multicap is supporting customers and staff:

- Multicap is currently coordinating hosting vaccination services for our customers who live in Multicap accommodation settings, who are categorised in Phase 1a and 1b of the rollout and have consented to the vaccination. We are currently working with these customers, their decision-makers and the government to manage logistics over the coming weeks.
- Multicap customers who do not live in disability accommodation settings are encouraged to visit the Department of Health's website to check eligibility to receive the vaccine as part of Phase 1b or subsequent Phases. You can also find your local vaccination provider and make a booking or enquiry via the eligibility checker. As demand for the vaccine is very high, we recommend you check your eligibility and make enquiries as soon as possible, taking note of advice provided by the Department of Health, Queensland Health and your GP regarding any health considerations you may have.
Visit: [covid-vaccine.healthdirect.gov.au](https://www.healthdirect.gov.au/covid-vaccine)
- Support staff will not be offered the vaccine at the same time they are rostered to support customers being vaccinated. This is to ensure customer safety and comfort at all times, and these staff will receive their vaccination at another time. Multicap will support all staff across the organisation to receive their vaccination when it is made available to them.

Further updates and information on COVID-19 and the vaccination program impacting Multicap services and customers will be provided on our website: www.multicap.org.au/coronavirus-covid-19

If you have any questions, please speak to your Service Leader or contact us by calling our COVID-19 hotline on 0435 003 865.

I thank you once again for your co-operation, understanding and support of Multicap during this time as we work together to keep our community safe.

Yours sincerely,



Joanne Jessop
Chief Executive Officer