

This letter was distributed to
Multicap customers on
14 May 2020

Wednesday 13 May 2020

To our valued Customers,

Update on Multicap's response to the Coronavirus (COVID-19) pandemic

Now that state and federal governments are starting to relax COVID-19 restrictions, I am pleased to provide you with an update on Multicap's plan for gradually resuming our regular services.

As always, these measures are being undertaken with the health and safety of our customers, their support networks and our staff as the first priority, and our actions are in line with advice from government and medical authorities. Multicap is taking a cautious approach at this time, and therefore may not be able to action all measures contained in the Australian Government's *COVIDSafe roadmap*, or those implemented by the Queensland and New South Wales governments. As the situation progresses we will continue to assess and revise our measures accordingly.

We are encouraging all customers to first speak with your Multicap service representative to discuss changes to your current selection of services, and your return to any of our Hubs or programs. This is to ensure that we coordinate customers and staffing appropriately and make your return to services as smooth as possible.

As of 13 May 2020, Multicap is implementing the following measures:

- Customers who are considered to be at increased risk due to medical conditions are encouraged to stay home and stay safe in accordance with government advice. Multicap will continue providing services in the same manner as delivered in previous weeks, or adjust services as required and requested by you.
- Multicap staff are continuing to follow all COVID-19 safe practices, including physical distancing, hand and respiratory hygiene protocols, and we continue to request staff do not attend work if they are sick. We are also actively encouraging our staff to use the Australian Government's *COVIDSafe* app to assist with community tracing.
- For customers accessing Supported Independent Living (SIL) services, we are working with them to agree and update current visitor guidelines in line with the updated government measures, whilst maintaining our cleaning regimes and access to on-site Personal Protective Equipment (PPE) so we are able to respond to any cases of suspected or confirmed infections.
- We encourage our customers who are not considered to be at increased risk to access their communities in a safe way. Customers will be supported to access their communities, whilst avoiding areas with large numbers of people.
- For the time being, our Short Term Accommodation (STA) services will remain focused on providing essential services to people with disability being discharged from hospital who do not have accommodation and support options available to them. We will advise when you will be able to book our Multicap STA services for respite accommodation.
- For our Community Hub services, including transport, Multicap is carefully monitoring customer numbers to ensure we remain compliant with social distancing rules, including the requirement for a minimum 4m² space per person. The new online services from Averages and Music Therapy will still be available.
- We are considering more flexible ways of using our vehicles and service spaces to enable people to access these safely, whilst ensuring we can offer services to all who need them.
- We will continue to monitor government advice throughout Stage 1 of the *COVIDSafe roadmap* and state government measures to see if any further changes are required at Multicap.

...continued overleaf...

The past few months have been very challenging for all of us, and particularly for people living with disability. We have made significant efforts to continue to deliver our services with minimal disruption, and I am so very thankful for the cooperation, understanding and enthusiasm that our customers and their support networks have given us here at Multicap as we navigate this pandemic.

I am also thankful to all our employees who have continued to attend their workplaces and provide high quality services and support for our customers during this time.

As usual, we will continue to provide updates on services via our website, www.multicap.org.au/coronavirus-covid-19, and I encourage you to check this page on a regular basis. In line with government roadmap timeframes, we expect to provide you with another Multicap update in around four weeks from now. If you would like these updates to be provided electronically, please send your current email address to info@multicap.org.au with the relevant customer name in the title of the email and we will update your records.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Joanne Jessop', with a stylized flourish at the end.

Joanne Jessop

Chief Executive Officer