

This letter was distributed to Multicap customers on Thursday 16 April 2020

Thursday 16 April 2020

To our valued Customers,

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

I hope you all had a relaxing and enjoyable Easter break, and despite the circumstances we find ourselves in, you were able to spend time or connect with family and friends.

It is becoming clear that the Coronavirus pandemic will continue to influence the way we live for many months to come, and we all need to adjust to a 'new normal' way of living.

At this time, I would like to reassure you of Multicap's commitment to our customers and their support networks, and to the wider community of people living with disability. As an essential service, we will continue to deliver our services to our customers who rely on us for vital support, and continue to deliver as many of our other services to customers where we can. Of course, we will do this while continuing to comply with government restrictions and prioritising the health, safety and wellbeing of our customers and team members.

Our commitment in these circumstances has driven us to be innovative in our service delivery through technology, and in just a few short weeks we have already developed ways to deliver services not only to our customers who are in isolation, but also people who may live hundreds of kilometres away from a Multicap service region.

Overleaf you will find an overview of our services/programs and their status as of Tuesday 14 April 2020. This table clearly indicates which of our services remain open, shows those that have been modified, and provides alternative methods of accessing our services that have been suspended.

We look forward to further expanding our online services over the coming weeks and months.

I recognise that the past few weeks have been a time of constant change as we at Multicap have worked to manage our services around the evolving pandemic situation, and have endeavoured to keep you updated on our changes via post and email. I thank you again for your patience, understanding and support during this time.

Going forward, we will revert back to contacting you via post or email for major operational updates only, as the new Coronavirus section of our website will host all ongoing updates and information on Multicap program and service changes. To stay up to date with our services and latest news, I encourage you to visit our website on a regular basis at www.multicap.org.au/coronavirus-covid-19, as well as liking us on Facebook at www.facebook.com/Multicap. From time to time we will send updates by email. 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,



Joanne Jessop
Chief Executive Officer

Multicap Services and Programs - Operational status as of 14 April 2020.

All on-site and face-to-face continuing services and programs are operating in line with government social distancing and hygiene regulations.

	Service/Program	Status
Employment	Makeables: Tingalpa and Rocklea	Continuing with increased hygiene, safe work practices and social distancing.
	Monte Lupo Studio and Café: Eight Mile Plains	Continuing with takeaway options only. Café has introduced frozen meal service to provide employees with additional work opportunities.
	Monte Lupo Café: Banyo	Service temporarily closed to the public although employees undertaking alternate work with increased hygiene, safe work practices and social distancing.
Home & Wellbeing	Supported Independent Living	Continuing with increased hygiene and restrictions for visitors.
	Short Term Accommodation	Service temporarily suspended. Accommodation being made available for emergency and post-hospital needs.
	In-Home Support	Continuing with increased hygiene.
Community & Lifestyle	Community Hubs	Continuing with increased hygiene and social distancing including restricted numbers in areas.
	Community Participation	Modified to supporting individual customers for exercise, health and well-being with increased hygiene and social distancing while in the community.
	Avegates	Select programs available online - visit www.multicap.org.au/social-experiences for details.
Behaviour Support and Therapeutic Services	Music Therapy	Continuing with increased hygiene and social distancing. Also available online – visit www.multicap.org.au/music-therapy for details.
	Support Coordination	Continuing with increased hygiene, social distancing and a preference for phone or video interaction where appropriate.
	Positive Behaviour Support	Continuing with increased hygiene, social distancing and a preference for phone or video interaction where appropriate.
Transport	In Supported Independent Living	Continuing to provide transport for essential services, with increased hygiene.
	In Community Participation	Continuing to provide transport for essential services, with increased hygiene.