

## How Multicap is responding

Initial measures enacted by Multicap in 2020 in response to COVID-19. These measures are ongoing unless otherwise stated or superseded by increased restrictions.

Some of the measures we have implemented, in addition to the standard government-mandated measures, include:

- Mandatory temperature checks and travel/health screening questions at all Multicap locations for all staff, visitors and new staff, including staff attending Multicap sites other than their usual workplace. This is also in place for customers who visit our non-residential locations. Screening locations include personal protective equipment and instructions, and customers are being offered training to self-screen if they wish.
- Cancelling, postponing or amending our events and group activities for our Avegates Social Experience Network program, external community-based Hub activities, and some individual social outings to public spaces, in line with social (physical) distancing rules. In place, we adapted our Avegates program for online delivery, to provide customers with continued access while self-isolating. We also launched an Avegates participants group on Facebook, so customers can stay in contact with each-other while they're self-isolating at home. Avegates returned to amended face-to-face delivery in July, in line with current restrictions.
- Scaling back some non-essential services to reduce the risk of infection between customers and staff.
- Developing resources for staff to use with customers to explain the situation and the regulations/measures put in place, and assist with managing change. You can find these resources on the Keeping Busy While Staying Safe page.
- Using online ordering and designated shopping hours for grocery shopping for our residents in accommodation services, to reduce the risk of contact in the community.
- Reducing the risk of infection among our staff by drastically reducing in-person meetings by using videoconference facilities, abiding by physical distancing measures in workplaces, and implementing remote working

measures to allow staff to work from home or offsite on a rotational basis in line with the current government restrictions and advice.

- Increasing the frequency of communications as required, and we're using new ways to quickly inform our customers and stakeholders about changes, particularly during the height of the pandemic.
- Temporarily pausing our Short Term Accommodation (STA) service for regular bookings, to keep it available for customers and people with disability who may need it in a relocation emergency or for post-hospital care. Regular STA services resumed in early July 2020.
- While many of our social support activities and events were required to be amended, postponed or cancelled, our staff innovated other ways to engage our customers and ensure they do not miss out on social interaction and leisure activities that are important to them. Our Customer Innovation and Specialised Behaviour Support teams developed resources and plans to support customers during this time, particularly when regular activities and services are unavailable.
- Identifying essential services and undertaking risk assessments to ensure minimal disruption to these services and minimal risk to customers.
- Suspending Short Term Accommodation (STA) services in order to support Queensland and New South Wales health services responses, and also create emergency accommodation options for customers requiring relocation or post-hospital care. (STA services reinstated from early July 2020).

As of 22 August 2020, Multicap actioned a number of additional measures to help safeguard our customers and staff:

- Identifying staff who work across multiple disability or aged care service providers.
- Communicating to our workforce and visitors to regularly check the contact tracing information on the Queensland Health website and to advise their leader if they have attended any of the identified locations at the times indicated.
- Ensuring any necessary cross-border travel is performed within state government regulations, and sufficient resourcing and contingencies are in place for continuity of customer support.



- Multicap is directly contacting any customers currently impacted by government restrictions, to ensure they are safe.