



MULTICAP[®]

HIGH NEEDS DISABILITY SUPPORT

all ways. always

Media Release

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FOR IMMEDIATE RELEASE

Multicap's Circle of Support continues through Coronavirus crisis

While many organisations have been forced to slow to a halt due to the Coronavirus (COVID-19) pandemic, essential services such as high needs disability support provider Multicap are finding innovative solutions to ensure continued support for vulnerable members of the community.

The not-for-profit organisation has implemented extensive contingency plans to ensure it continues to deliver essential high-needs support to its more than 1,200 customers living with disability, amid increasing health and economic pressures.

Chief Executive Officer of Multicap, Joanne Jessop, said the organisation has been planning for the impending pandemic since January, recognising the impact it would have on the comprehensive needs of people with disability, and is using its existing processes generally used for responding to natural disasters.

"The Coronavirus pandemic is presenting immense challenges for all of us across the world right now, particularly those in our communities who are most vulnerable.

"This includes Multicap customers who are people living with multiple disabilities, many of whom have high-need requirements and a range of medical conditions. With many organisations having to reduce or stand down their services due to the pandemic, people with disability need our support now more than ever," Ms Jessop said.

"Our staff are committed to ensuring essential disability support continues for our customers, and we are taking all measures required by federal and state governments to reduce the risk of infection to our customers, our staff, and the community."

Ms Jessop said Multicap had taken a critical look at its operations to identify essential and non-essential services to strike a balance of abiding by restrictions and reducing risk of spreading Coronavirus, whilst continuing to support customers to live their lives with dignity.

"While our essential personal care and residential support continues, most of our group social support activities have had to be postponed or cancelled due to social distancing rules and cancelled public events. It's a shame, but we're dedicated to ensuring we do the right thing by our customers, staff and the wider community.

"What's been wonderful is our staff are innovating alternative activities and programs for our customers. This includes online delivery of some allied-health programs, such as Music Therapy, meaning our customers don't need to miss out on support just because they're isolating at home," said Ms Jessop.

"We've also started Facebook groups for our customers to stay connected with each other, and we're providing customers with a range of alternative activities they can do while they're at home - on their own, with someone from their support network, or even with other customers via video conferencing apps.

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“Our team is also very sensitive to the fact that some of our customers may find these changes difficult to deal with, and so we have developed resources to assist these customers and their support networks to understand and manage these challenges.”

“This is an uncertain time for everyone, but we are working hard to keep things as normal as possible for as many customers as we can. Being innovative and agile has been part of our story for almost 60 years, and we’re ready to face whatever challenges come our way.”

ABOUT MULTICAP:

Multicap has been delivering services and support to people with disabilities, particularly those with high and complex support needs, for almost 60 years. We currently have over 1100 highly skilled staff who support over 1200 people across Queensland and Northern NSW. Our range of services includes supported independent living, in home support, short term accommodation, centre-based and community programs, assisted employment, social support activities and specialist behaviour support.

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