

Protecting Our Customers and Community

Initial measures enacted by Multicap in 2020 in response to COVID-19.

These measures are ongoing unless otherwise stated or superseded by increased restrictions.

In addition to following the advice and direction of state and federal governments, a range of measures are in place across Multicap to protect the health, safety and wellbeing of our customers, including:

- Ensuring Multicap's operations and the actions of our team members are in line with the current advice and direction of the Australian Government, Queensland Government and New South Wales Government, for social (physical) distancing; cleaning, hygiene and handwashing; travel restrictions, quarantine and self-isolation measures; and testing and screening protocols.
- Ensuring all Multicap staff, including supported employees, follow all regulation requirements. This includes increased cleaning and hygiene practices, limiting people within buildings to 1 person for every 4 square metres, and ensuring social (physical) distancing measures are followed by our supported employees in their workplaces. Supported Employees and Multicap team members have been requested to increase their hand hygiene practices and to not come to work if they are unwell.
- Implementing 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.
- Limiting the number of customers in Hub locations in accordance with social (physical) distancing rules.
- Amending, postponing or cancelling group events and activities in line with social (physical) distancing and isolation regulations, and where possible, offering alternative activities.

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