

# Protecting Our Customers and Community

Page last updated: 18 January 2021

At Multicap, we are committed to putting the health and safety of our customers and staff first, and we will take all necessary precautionary measures to achieve this. As this is an ongoing situation, we remain cautious and careful to protect our customers and staff in line with directions from the Queensland, New South Wales and Australian governments. We urge all customers, their support networks, and Multicap staff to stay informed by regularly checking the [Queensland Government website](#), the [New South Wales Government website](#) or via the resources available on our [Information on Coronavirus page](#).

## 11 January 2021 - Easing of restrictions: Greater Brisbane

Multicap sincerely thanks all customers and their support networks for their understanding and co-operation during the Greater Brisbane 3-day lockdown. [Following the lifting of lockdown from 6pm Monday 11 January 2021](#), all Multicap services will resume from Tuesday 12 January 2021. Additional measures will be in place within the LGAs of **Brisbane, Logan, Ipswich, Moreton, and Redlands**, to adhere to Queensland Government restrictions. These measures will remain in place until 1am 22 January 2021 unless otherwise communicated.

- Visitors are again permitted to Supported Independent Living, Short Term and Critical Supports accommodation in these areas. Visitor screening tools must continue to be used, and visitors must wear masks at all times if social distancing cannot be maintained.
- Customers should wear a mask if they cannot maintain 1.5 metre social distancing from others. If customers cannot wear a mask for health reasons or other reasons, please speak to a member of staff.
- Customers should have a mask with them when leaving our services. A mask can be provided by Multicap to customers when they cannot provide their own.
- Monte Lupo Cafés at Eight Mile Plains and Banyo will open with staff wearing masks. Visitors to the Cafés will be required to wear a mask unless sitting down to consume food and drinks. 1.5 metre social distancing between seated customers and 2 square metres per person is required for dine-in customers.
- If a staff member, visitor or contractor lives in one of the restricted LGAs (Brisbane, Ipswich, Lockyer Valley, Logan, Moreton Bay, Redland, Scenic Rim and Somerset) and visits a disability accommodation service outside these areas, they need to wear a mask while on-site, even if the LGA being visited is not included in the restricted areas.  
e.g. A family member of a customer who lives in Ipswich and is visiting a SIL in Gold Coast will need to wear a mask at the SIL.
- Masks must be worn by staff and customers when using Multicap transport vehicles.
- Masks must be worn by staff at all times in these LGAs when supporting four or more customers in disability accommodation services.
- Masks are to be worn by all staff in all services from these LGAs if 1.5 metres social distancing cannot be maintained, including Supported Independent Living, Short Term Accommodation, Hubs, Makeables, In-Home Support, Community Access Support, and Averages.

[You can access social stories for mask-wearing on our COVID-19 Support Resources page.](#)

Residents in the Local Government Areas (LGAs) of **Brisbane, Logan, Ipswich, Moreton, and Redlands** must carry a face mask at all times when leaving their home. Masks must be worn in indoor public spaces (except in your home or private vehicle). For example:

- shopping centres, supermarkets, retail outlets and indoor markets
- hospitals and aged care facilities
- churches and places of worship
- libraries
- indoor recreational facilities and gyms
- indoor workplaces (where you are unable to socially distance to 1.5 metres)
- public transport, taxis and rideshare
- airports and travelling on planes.

It is also recommended that a mask is worn outdoors if you are unable to stay more than a 1.5 metre distance from other people, such as busy walkways and thoroughfares. [More information on these restrictions can be found on the Queensland Government website.](#)

Please continue to adhere to all COVID-19 measures we have in place and visit the [Queensland Government website for more information and updates](#).

[Initial measures enacted by Multicap for Greater Brisbane 3-day lockdown - January 2021](#)