

16 April 2021

Dear valued Multicap customer/representative

### **COVID-19 update for Multicap customers**

Thank you for your ongoing support and cooperation with Multicap as we work together to keep our community safe from COVID-19. This is an update on recent changes to restrictions impacting Multicap services, and on our coordination of the COVID-19 vaccine rollout to our customers.

#### **Face masks**

Masks are no longer required to be worn by Multicap employees, customers and visitors for the following Multicap services.

- Community Hubs
- Transport (staff will continue to wear masks in vehicles)
- Makeables
- Avegates
- Monte Lupo Arts
- Monte Lupo Cafes
- Community Access Support
- Multicap Accommodation services.

Employees, customers and visitors are welcome to continue to wear masks at any time if they wish, and Multicap staff will support customers to do so.

#### **Visitors at Accommodation Services**

- Visitors are permitted at Multicap Accommodation services if the visitor complies with entry requirements. Please follow the directions of staff at the site for entry requirements.

Please regularly visit the Multicap website for up-to-date information on restrictions and impacts to Multicap services: [www.multicap.org.au/coronavirus-covid-19](http://www.multicap.org.au/coronavirus-covid-19).

#### **COVID-19 Vaccine rollout**

Multicap has been working to coordinate COVID-19 vaccinations for our customers who live in our Accommodation Services, who have provided consent and require support to receive the vaccine.

As you may be aware, there have been significant delays with the rollout of the vaccination program across Australia to people in the Phase 1a and 1b groups, which includes many people with a disability.

We continue to work with customers in our Accommodation Services, their decision-makers, their General Practitioners and government departments to manage logistics and arrange for vaccinations as quickly as possible. Staff at Accommodation Services are liaising directly with customers and their support networks to make arrangements.

Multicap customers who do not live in disability accommodation settings should check their eligibility for the vaccine via the Department of Health's website: <https://covid-vaccine.healthdirect.gov.au>.

Multicap continues to advise that all Multicap customers should seek the advice of their General Practitioner regarding their suitability for the COVID-19 vaccine.

We appreciate your patience and understanding. If you have any questions regarding the COVID-19 vaccine program, please speak to your Service Leader.

If you'd like to receive further updates by email, please call us on 1300 135 886 or send us an email at [customerservice@multicap.org.au](mailto:customerservice@multicap.org.au) and advise you'd like an email address included with your contact details.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Joanne Jessop', with a stylized flourish at the end.

Joanne Jessop  
Chief Executive Officer