

This letter was sent to  
customers on 16 June 2020

Monday 15 June 2020

To our valued Customers,

### **Update on Multicap's response to the Coronavirus (COVID-19) pandemic**

I would again like to thank all of our customers and their support networks for your patience, understanding and co-operation over the past few months. Our organisation has been inspired and encouraged by our ability to continue to deliver our services to you in a variety of ways, and it has only been made possible by the wonderful partnerships we have with our customers and their supporters in giving us flexibility to innovate.

I am pleased to inform you that as restrictions are easing considerably across Queensland and New South Wales, Multicap is now in a position to recommence delivery of our regular services and programs in face-to-face formats – with additional precautions in place to keep customers and staff safe. We have improved hygiene, we are following physical distancing and also encouraging the download of the COVIDSafe app. A summary of the status of our services is included with this letter overleaf.

Multicap will continue to follow all government guidelines, and therefore some services and programs will take some time to return to how they were offered prior to the pandemic. This includes Avegates social experiences, such as attending major sporting events, large group activities, and holiday packages involving interstate and international travel. However, we are continuing to offer these services in adapted formats.

We are pleased to announce that our Short Term Accommodation (STA) services will also be re-opening soon, and will be available for holidays, respite and other short and medium term stays. You can find out more information on our website: <https://www.multicap.org.au/short-term-accommodation>.

As we return to regular services, we ask that you first speak with your Multicap Service Representative to discuss changes to your current selection of services, and your return to any of our Hubs or programs. This is to ensure that we co-ordinate customers and staffing appropriately and make your return to services as smooth as possible.

This will be the final direct update letter regarding COVID-19 you will receive from Multicap unless the situation in Queensland and New South Wales again requires direct communication. All further updates regarding changes to our operations for the coming weeks and months will be communicated on our website: [www.multicap.org.au/coronavirus-covid-19](http://www.multicap.org.au/coronavirus-covid-19). Should there be any changes to your individual services, you will be contacted by a Multicap Service Representative directly, as per usual.

I thank you once again for your co-operation, understanding and support of Multicap during this time, and I hope you are as excited as we are to return to full services with Multicap.

Yours sincerely,



1028  
Joanne Jessop  
Chief Executive Officer

**\*\*All services and programs are following social distancing measures and increased hygiene practices as standard.**

**Multicap team members are practicing increased hygiene measures and daily temperature checks\*\***

	<b>Service/Program</b>	<b>Status</b>
<b>Employment</b>	Makeables: Tingalpa and Rocklea	Continuing.
	Monte Lupo Studio and Café: Eight Mile Plains	Continuing with takeaway options only.
	Monte Lupo Café: Banyo	Service temporarily closed to the public. Employees undertaking alternate work.
<b>Home &amp; Wellbeing</b>	Supported Independent Living	Continuing.
	Short Term Accommodation	Returning to service - available for reservations from 1 July 2020.
	In-Home Support	Continuing.
<b>Community &amp; Lifestyle</b>	Community Hubs	Continuing, restricted customer numbers in enclosed spaces.
	Community Participation	Continuing with adherence to current staged restrictions.
	Avegates	Returning to face-to-face programs from July. Select programs available online - visit <a href="http://www.multicap.org.au/social-experiences">www.multicap.org.au/social-experiences</a> for details.
<b>Behaviour Support and Therapeutic Services</b>	Music Therapy	Continuing face-to-face services. Also available online – visit <a href="http://www.multicap.org.au/music-therapy">www.multicap.org.au/music-therapy</a> for details.
	Support Coordination	Continuing, phone or video interaction also available.
	Positive Behaviour Support	Continuing, phone or video interaction also available.
<b>Transport</b>	In Supported Independent Living	Continuing.
	In Community Participation	Continuing.