

20 March 2020

This letter was distributed
to Multicap Customers on
20 March 2020

To our Valued Customers,

Multicap COVID-19 Update (2019-nCoV)

The safety and wellbeing of our customers is our number one priority. We are continuously looking at enhancing our response and keeping all of our stakeholders informed.

We would like to assure you that we are constantly monitoring the COVID-19 situation and implementing advice from the Australian Government Department of Health and Queensland Health authorities. We also ask you to stay up to date with the latest advice by referring to the Australian Government Department of Health website <http://www.health.gov.au>.

The Australian Government has enacted the Coronavirus Emergency Response Plan and the NDIA is taking necessary steps to prepare and support participants and providers during the (COVID-19) pandemic. As an NDIS participant, you may contact the Department of Health Coronavirus hotline on 1800 020 080 or the National Relay Service on 1300 555 727 if you are concerned about exposure to COVID-19.

The situation with COVID-19 is evolving very quickly. Please be aware that if recommended by Government we may need to defer non-essential services. These include; group based centre or community supports that often occur in our Hubs, Short Term Accommodation, Avegates events and school holiday programs, Creative Arts, Employment (Makeables and Monte Lupo Cafes), and In Home supports where informal supports are present. Please begin considering the impact the deferral of these services may have on you and your support network.

At Multicap, we have already introduced skill development activities for our customers and staff regarding safe hand washing and this exercise will continue in all locations where we support our customers. All staff have been directed to stay at home if they are unwell and leaders are refreshing staff on our Hygiene and Infection Control procedures.

We have also encouraged and supported all our customers to continue to seek the advice of their own medical practitioners regarding their individual health needs, especially where they are complicated. This is very important as it can assist customers to safely access the services they have selected with Multicap.

Multicap will continue to keep you updated on our preparations and response in this changing environment. Please contact your Multicap Service Manager if you have any queries at this time.

If you would like regular updates to be provide electronically, please send your current email address to info@multicap.org.au with relevant customer name in the title of the email and we will update your records.

Yours sincerely,



Seth Grantley

Chief Operating Officer