

**This letter was distributed
to Multicap customers on
31 March 2020**

30 March 2020

To our Valued Customers,

Multicap COVID-19 Update (2019-nCoV)

The safety and wellbeing of our customers and staff at this time is our number one priority. Please be assured that we will continue to keep you updated on our preparations and response in this changing environment.

We are constantly monitoring the COVID-19 situation and implementing advice from the Australian Government Department of Health and Queensland Health authorities. We are also regularly reviewing all our practices as the situation with COVID-19 evolves very quickly. Please continue to stay up to date with the latest advice by referring to the Australian Government Department of Health website <http://www.health.gov.au>.

As mentioned in our previous letter dated 20 March 2020, we may need to defer some of our non-essential services as the situation progresses. We have this week made the decision to temporarily suspend our Short Term Accommodation, at this stage until the end of June 2020. This will support our Queensland and New South Wales health services responses and create some accommodation options for customers who may need to relocate or exit hospital following an admission. We have contacted our impacted customers personally and where support is essential, arrangements will be made on an individual basis. Our affected staff are being redeployed to other roles within Multicap.

We would like to inform you that Multicap's Hubs will remain as locations where our customers can be supported, again with priority being given to customers for whom this support is essential. We assure you that physical (social) distancing is in place, and we will implement high levels of hygiene and cleanliness at all times.

We understand that many people we support do not cope well with change and shift in routine. To allow for a smooth transition, our Chief Clinical and Practice Officer, Simon Wardale and his team are working across the organisation with our leaders and managers, providing them with resources on minimising disruption to our customers with the change to their routine. We must continue to enhance the quality of life of our customers and these are some actions we are taking to do just that.

We have also taken measures with our corporate services staff to further enhance physical (social) distancing within our office spaces and reduce unnecessary travelling. Teams have been divided to two sub teams, making it possible for each team to function on its own in separate locations within Multicap or taking turns working from home.

Multicap will continue to deliver on our sole purpose, in the same way we have been for the past 60 years. In these trying times, we will also endeavour to keep our customers and staff as safe as we can and keep as many people employed as possible.



Please contact your Multicap Service Manager if you have any queries at this time.

If you would like regular updates to be provided 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,



Joanne Jessop
Chief Executive Officer

COVID-19: IDENTIFYING THE SYMPTOMS

SYMPTOMS	COVID-19	COLD	FLU
	Symptoms range from mild to severe	Gradual onset of symptoms	Abrupt onset of symptoms
Fever 	Common	Rare	Common
Cough 	Common	Common	Common
Sore Throat 	Sometimes	Common	Common
Shortness of Breath 	Sometimes	No	No
Fatigue 	Sometimes	Sometimes	Common
Aches & Pains 	Sometimes	No	Common
Headaches 	Sometimes	Common	Common
Runny or Stuffy Nose 	Sometimes	Common	Sometimes
Diarrhea 	Rare	No	Sometimes, especially for children
Sneezing 	No	Common	No

Adapted from material produced by WHO, Centers for Disease Control and Prevention.



TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.

For more information about **Coronavirus (COVID-19)** visit [health.gov.au](https://www.health.gov.au)



Australian Government