

This letter was distributed to  
Multicap customers on  
7 April 2020

Tuesday 7 April 2020

To our valued Customers,

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

Firstly, I would like to extend my sincere thanks to you – our customers, families and representatives – for your ongoing support and understanding during the Coronavirus (COVID-19) pandemic.

As the Coronavirus situation is constantly changing, and new information from government may have further impacts to Multicap services, we want to ensure we are keeping you up to date with any changes as quickly as possible. We are pleased to announce the launch of a new section of our website, which provides the latest information and updates regarding the impact Coronavirus has on Multicap and our customers. Visit our website here: [www.multicap.org.au](http://www.multicap.org.au).

We recognise there is concern in the community regarding the delivery of disability services, in particular, about the potential increased risk for people with disability and those who work in the sector in contracting Coronavirus, loss of disability services or disruption to programs, and the impact of social isolation. These are valid concerns, and ones that Multicap is addressing in a number of ways, all of which are detailed in this new section of our website.

As an essential service, Multicap will continue to operate throughout this pandemic, and provide vital support to customers who rely on our services. We are dedicated to delivering support while complying with government restrictions and prioritising the health, safety and wellbeing of our customers and team members. We continue to follow all advice and direction from all levels of government, and are regularly reviewing our practices as the situation evolves.

On our website, you'll find the latest news and updates on any changes to Multicap services, details on what measures we have in place to protect our customers and the community, information on Coronavirus and how it may affect you, and an extensive range of resources for customers and their support network to keep busy and entertained while at home or in isolation.

If you need additional services or support at this time, please contact your Multicap Service Manager or call 1300 135 886.

We continue to encourage you to stay up to date with the latest advice by referring to the following resources:

- Australian Government Department of Health website: [www.health.gov.au](http://www.health.gov.au)
- Queensland Health: [www.health.qld.gov.au](http://www.health.qld.gov.au)
- The NDIS: [www.ndis.gov.au](http://www.ndis.gov.au) or call 1800 800 110.

We will continue to update you on a weekly basis by letter or email on our operations during this time. If you would like these updates to be provided electronically, please send your current email address to [info@multicap.org.au](mailto:info@multicap.org.au) with the relevant customer name in the title of the email and we will update your records. We encourage you to regularly visit our website for the latest information: [www.multicap.org.au](http://www.multicap.org.au).

Yours sincerely,



Joanne Jessop  
Chief Executive Officer