

**This letter was distributed  
to Multicap Customers on  
10 March 2020**

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To our Valued Customers,

**Multicap Covid-19 Update (2019-nCoV)**

The ongoing health and wellbeing of our customers and staff is of great importance to us. We can inform you that Multicap is aware, monitoring on a regular daily basis, and implementing the advice from the Australian Government Department of Health regarding the new COVID 19 virus.

To ensure the ongoing safety and wellbeing of our customers and their support staff we ask that you also stay up to date with the latest advice by referring to the Australian Government Department of Health website <http://www.health.gov.au>.

We continue to educate our staff regarding proper hygiene practices and controls in the workplace and our usual practice of requesting staff ensure they do not attend work if they are unwell is in place. We have also this week introduced a new skills development activity for all customers regarding safe hand washing. This activity will be offered in all our Multicap Hubs, Short Term Accommodation (STA) services and in all locations where we support customers in their homes.

We will encourage and support all our customers to continue to seek the advice of their own medical practitioner regarding their individual health needs, especially where they are complicated, and assure you that information is shared across the organisation where it is relevant in us assisting customers to safely access the services they have selected from Multicap. Multicap has existing procedures in place regarding minimising the impact on our customers from natural disasters, and we are following these in responding to any possible impact from Covid-19. These procedures have been well tested over previous years across our organisation during cyclones and floods where customers and staff have been isolated and some items in short supply for periods of time.

Multicap will continue to keep you updated on our preparation and readiness activities relating to Covid-19. Please contact your relevant 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](mailto:info@multicap.org.au) with the relevant customer name in the title of the email and we will update your records.

Yours sincerely,



Joanne Jessop  
**Chief Executive Officer**