

8 April 2020

Dear Customers,

Just a quick message today to remind you that MACS is committed to protecting the safety, and well-being of our customers and staff. This is our top priority in order to maintain the continuity of our essential services to you all.

We are pleased to report this week there has been no change or reduction to services and everyone in the MACS community are healthy and well.

In amongst the COVID-19 chaos it's easy to forget that its Easter this weekend. Direct care services will operate as usual over the public holidays. The office will be closed between the 10th -13th April inclusive. In case of emergency or illness consistent with coronavirus you can contact us on 0412 568 790.

As part of the NDIAs commitment to supporting participants during this time, they have worked with supermarkets to make sure NDIS participants wanting support to grocery shop, have priority access to home delivery services. To access this service, you should have by now received a code from the agency via email or text. If you didn't receive a code, or you have lost it, you can contact 1800 800 110 to request one. More information can be found here. <https://www.ndis.gov.au/coronavirus/priority-home-delivery-services>

Please remember our staff are here to help and are working as efficiently as possible during these unfamiliar times.

On behalf of the entire MACS Team we wish you a safe and Happy Easter

Regards,
Alison