



Multicap is a not-for-profit organisation supporting individuals of all ages living with disability.

Operating for almost 60 years, Multicap is one of the most highly regarded disability service providers in Queensland and northern New South Wales offering individual and group activities, supported employment, short-term accommodation (respite), social support and much more.

### Multicap's Sole Purpose

The quality of life of people with disabilities and their families is enhanced by our support



#### VISION

To be the leading source of creative and sustainable support options for people with disabilities, particularly those with high and complex needs and their families.



#### STRATEGIC CAPABILITIES

- Always centred around the person
- Integrated into local communities
- Growth in services is sustainable



#### VALUES

- Assists people to achieve their goals
- Maintains transparency and integrity
- Encourages self and systemic advocacy
  - Commits to a sustainable future
  - Invests in a learning culture for staff
- Promotes self-determination, privacy and dignity

For more information on local services  
 phone 1300 135 886  
 or visit [www.multicap.org.au](http://www.multicap.org.au)



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**OUR OFFICES**  
 Brisbane  
 Gold Coast/Tweed Heads  
 Sunshine Coast  
 Central Queensland  
 Toowoomba



# SPECIALISED BEHAVIOUR SUPPORT SERVICES



# A GOOD LIFE IS MORE THAN JUST THE ABSENCE OF HARM

For some people, it can be challenging to manage feelings and behaviour, causing strain on relationships with others and limiting time spent in the community.

Multicap's Specialised Behaviour Support Services provide a range of solutions and strategies to help understand and manage behaviours of concern.

We work closely with you and those who know you best to understand your feelings and needs so that we can develop an individual plan that will help you to get the most out of life.

As specialists in complex needs support, Multicap has decades of experience in understanding behaviours of concern and the possible underlying causes. We offer a full suite of Specialised Behaviour Support Services including; Positive Behaviour Support, Psychoeducation, Cognitive Behaviour Support and Dialectal Behaviour Therapy.

Our experienced, qualified Specialised Behaviour Support Team work closely with you, your family, carers and specialist support services to prepare a Support Plan that outlines areas of concern, strategies and approved methods of managing behaviours when they arise. It provides a tangible and accessible resource for everyone involved in your life and guides your progress.

In some situations, the use of Restrictive Practices may be required to ensure a person's safety in the short term. While these practices can be important in the appropriate circumstance, we know that these practices should not be used any longer than necessary. Multicap ensures that any use of these practices are fully compliant with all aspects of State and Federal legislation.

## Our Specialised Behaviour Support Services

### 1. Positive Behaviour Support

Positive Behaviour Support is the most recognised and effective approach to minimise the impact of concerning behaviour, and improve quality of life. Positive Behaviour Support plans are developed based on a thorough assessment and consultation with stakeholders and loved ones. Staff are then trained in the implementation of the Positive Behaviour Support Plan. If necessary, clinical oversight can be provided to ensure plans continue to be effective.

### 2. Psychoeducation

Some people benefit from simple education regarding social skills, managing emotions, or learning about sex and human relations. This education can be provided individually or in small groups of people with similar needs. In most cases, small homework tasks assist people to remember what was discussed during sessions, and also to engage family or front line staff in the learning process.

### 3. Cognitive Behaviour Therapy and Dialectal Behaviour Therapy

Sometimes, support needs to be more intensive and personalised. In these situations, therapeutic support is tailored to individual needs and priorities. In most cases this type of support is provided for very worrying behaviour that may be longstanding and unresolved. It is important to understand that these therapies focus on thoughts and feelings, therefore they are most suited to people who have the skills to reflect and have their behaviours challenged.

Multicap's Specialised Behaviour Support Services can be accessed in-home, via video chat and telephone, across a wide range of locations throughout Queensland and northern New South Wales.

## Supporting you to live your best life

Multicap's Specialised Behaviour Support Services aim to not only reduce the impact of troublesome behaviour, but to provide the best possible environment for you to thrive.

That's because a good life is more than just the absence of harm. It's about family, friends and connection to your community.

Our team will work with you to develop the solutions and strategies you need to enjoy your favourite activities and live your best life.

