

Operating for almost 60 years, Multicap is one of the most highly regarded disability service providers in Queensland and northern New South Wales.

We are known for the range, breadth and excellence of our services, our approach to customer safety and satisfaction, and the outcomes achieved by our customers who choose our support.

Multicap offers individualised supports for people with disability of all ages. Our services span a range of areas including; home and well-being, community and lifestyle, work readiness and employment, creative arts, transport, positive behaviour 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 OUTCOMES

- Delighted Customers
- Sustainable Growth
- Service Excellence
- Skilled Engaged Workforce



### VALUES

- Always empowering
- Always respecting
- Always connecting
- Always creating

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/North Queensland  
South West Queensland  
Logan/Redlands



# MULTICAP HOUSING



# ABOUT MULTICAP HOUSING

Finding affordable and accessible housing can be a challenge for people living with disability due to limited supply and as a consequence, many people have to accept living arrangements that they do not find completely satisfactory.

To address this need, Multicap Housing was established as an independent entity to provide choice, control and access to appropriate housing solutions for people living with disability.

Multicap housing operates separately from Multicap support services so as to create clear separation between tenancy management and support service delivery. This allows us the flexibility to identify the housing solution that best suits your needs and you can be confident that the place you call home is not dependent upon the support services you receive from other providers or from Multicap.

We provide accommodation options in Brisbane, the Sunshine Coast, as far north as Mackay and Rockhampton, west to Emerald and Roma and south to the Gold Coast and northern New South Wales.

Multicap Housing is a registered NDIS Specialist Disability Accommodation provider, and has a range of properties on our accommodation schedule.



## Building accessible housing

Multicap Housing has an ongoing program of capital investment in accessible accommodation, which aims to increase availability and affordability of appropriate homes for those living with disability. These homes are available to both existing and new customers.

Our extensive portfolio includes fully modified, and purpose-built homes that have been carefully designed to support quality living options and promote independence for people who may experience complex support needs.

Our current portfolio includes a range of one, two and three bedroom units, suburban homes and some purpose built accommodation that is designed for specific needs.

With the creation of each new property, Multicap Housing aims to create a safe, secure and sustainable accommodation option for you to call home.

## Tenancy management support

Understanding your rights and obligations as a tenant is essential to ensuring you are happy and secure in your chosen accommodation over the long term.

Our role is to support your choice and responsibilities as related to your accommodation options. Our friendly Tenancy Management team will take the time to understand your needs and provide you with assistance, security and ongoing tenancy support to enhance your sense of security and belonging.

Our landlord and property management functions ensure you have appropriate legal tenancy documentation in place, manage your responsibilities as a resident and ensure that your rights are upheld.

**Multicap Housing can also provide you with additional services to assist with the day-to-day maintenance of your accommodation. Additional fees and charges do apply.**

To ensure your home environment is safe and secure we can provide annual cleaning, grounds and lawn maintenance, pest control and reactive maintenance.

As well as assistance with household expenses, we can help to manage utility bills such as electricity, gas, water and phone on your behalf.

Multicap Housing can also furnish commonly used areas for most houses, providing furniture, kitchen appliances and whitegoods to minimise the costs for each customer seeking to explore their housing independence.

