



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



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OUR OFFICES

Brisbane
Gold Coast/Tweed Heads
Sunshine Coast
Central/North Queensland
South West Queensland
Logan/Redlands



SUPPORT COORDINATION



GET THE MOST OUT OF YOUR NDIS PLAN

We understand that navigating your National Disability Insurance Scheme (NDIS) package can feel overwhelming at times.

Multicap's independent Support Coordination service can help you to get the most out of your funding package and put your plan into action.

Our dedicated Support Coordinators can assist you to get the most from your NDIS plan. Operating independently to our service providers, our Support Coordinators can guide and plan the support you need from both Multicap and other providers in the community.

We work closely with you and your family to develop strategies that maximise your support to help you to achieve your goals. This includes: liaising with providers, negotiating costs, arranging assessments regarding the nature and type of funding and ensuring you have access to the support services you need.

Experienced in high and complex needs, Multicap can connect and coordinate a range of specialist services that you need to support your personal requirements.

As well as working with you to put your plan into action, our Support Coordinators will review your plan regularly to ensure that it continues to help you develop new skills and meet your individual requirements.

Whether it's becoming more independent, enrolling in education or becoming more active in the community, Multicap can help you set-up an NDIS plan that will support you to achieve your goals.

Understanding the NDIS

The National Disability Insurance Scheme (NDIS) is the national support framework for Australians with disability.

It provides reasonable and necessary funding for people with a permanent and significant disability to access the support and services they need to live and enjoy their life.

Every eligible participant has an individual plan that outlines their goals and the funding they have received.

Multicap's Support Coordination services can help you work through your plan, determine your support needs and work toward achieving your current and future goals.



Supporting you to live your best life

A Support Coordinator can help you to achieve your goals by:

- Finding services that meet your unique needs, as identified in your NDIS plan
- Helping you get the most from your funding and services. This can include obtaining quotes for services and coordinating your service providers in line with your goals
- Managing and coordinating your service providers and support, in line with your goals
- Liaising with government agencies and the community on your behalf
- Negotiating the method and timing of your supports, including service agreements
- Connecting you into work, study and / or other communities based on your personal goals
- Working with you to develop your skills, capacity and resilience
- Monitoring your NDIS plan and working with you to review your goals prior to the first planning meeting and subsequent reviews