



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.



SPECIALISED BEHAVIOUR SUPPORT SERVICES

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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ACN 084 424 493

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

v1220



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.

