

## Here to help since 1962

From humble beginnings, five Brisbane families needing support for their young children with complex needs established Multicap. Over the past six decades, Multicap has grown and evolved with its foundation families into an organisation with a broad service offering.

Today, our services reach over 1,800 people throughout Queensland, northern New South Wales and Victoria. We're committed to being here for our customers in all ways, always.

Expanding the possibilities of every person for more than 60 years

### OUR PURPOSE

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

### OUR VALUES

*Always* empowering

*Always* respecting

*Always* connecting

*Always* creating

For more information on our services, phone **1300 135 886** or scan to visit **multicap.org.au**



**1300 135 886**



CRITICAL SUPPORT SERVICE

# Specialised wrap-around service solutions



REQ20703\_2024





## What we do

Multicap's Critical Support Service provides specialised wrap-around service solutions designed to provide high intensity crisis intervention, discharge, transition, and stabilisation supports to people with complex support needs.

Our team develops evidence based service responses that can be replicated and delivered safely and sustainability.

We recognise that transition supports may be required for people in situations such as the following:

- a breakdown in family or existing supports
- discharge from hospital with no suitable accommodation available
- in forensic settings and requiring a staged re-entry to community
- residing in a mental health facility without a clinical need
- a breakdown of service provision and subsequent relinquishment or risk of homelessness.

## Our services

### Complex Integrated Transition

This service provides temporary accommodation and a supports solution for people who require an intensive and highly tailored service response. We currently have two transitional accommodation options in the Brisbane South area. The accommodation features purpose-built step-up/step-down designs that allow supports to be delivered with safety and wellbeing in mind.

### Complex In-Home Transition

This service is delivered in your own home to stabilise or establish a model of supports that can be replicated sustainably by a long-term provider.

### Complex Community Transition

This service is typically delivered in a staged approach within the community or a community-like setting to address complex needs. Our team can deliver this service within clinical environments with a view to successfully re-integrate a person back into their local community.

### Complex Service Consulting

This service delivers collaborative consulting services for providers to:

- mitigate complete support breakdowns for people, and/or
- support the development of a contemporary evidence-based support model for an existing provider to replicate.

## Supporting you

Multicap is a leading provider of a diverse range of high-quality disability services and is committed to enhancing the lives of people with disability, including those who have high and complex support needs.

We believe a good life is about family, friends and connection with 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.

### Making a referral



Contact our customer service team on **1300 135 886** or [customerservice@multicap.org.au](mailto:customerservice@multicap.org.au).



Outline your requirements for our Critical Support Services.



Our Critical Support team will be in touch to manage your referral.