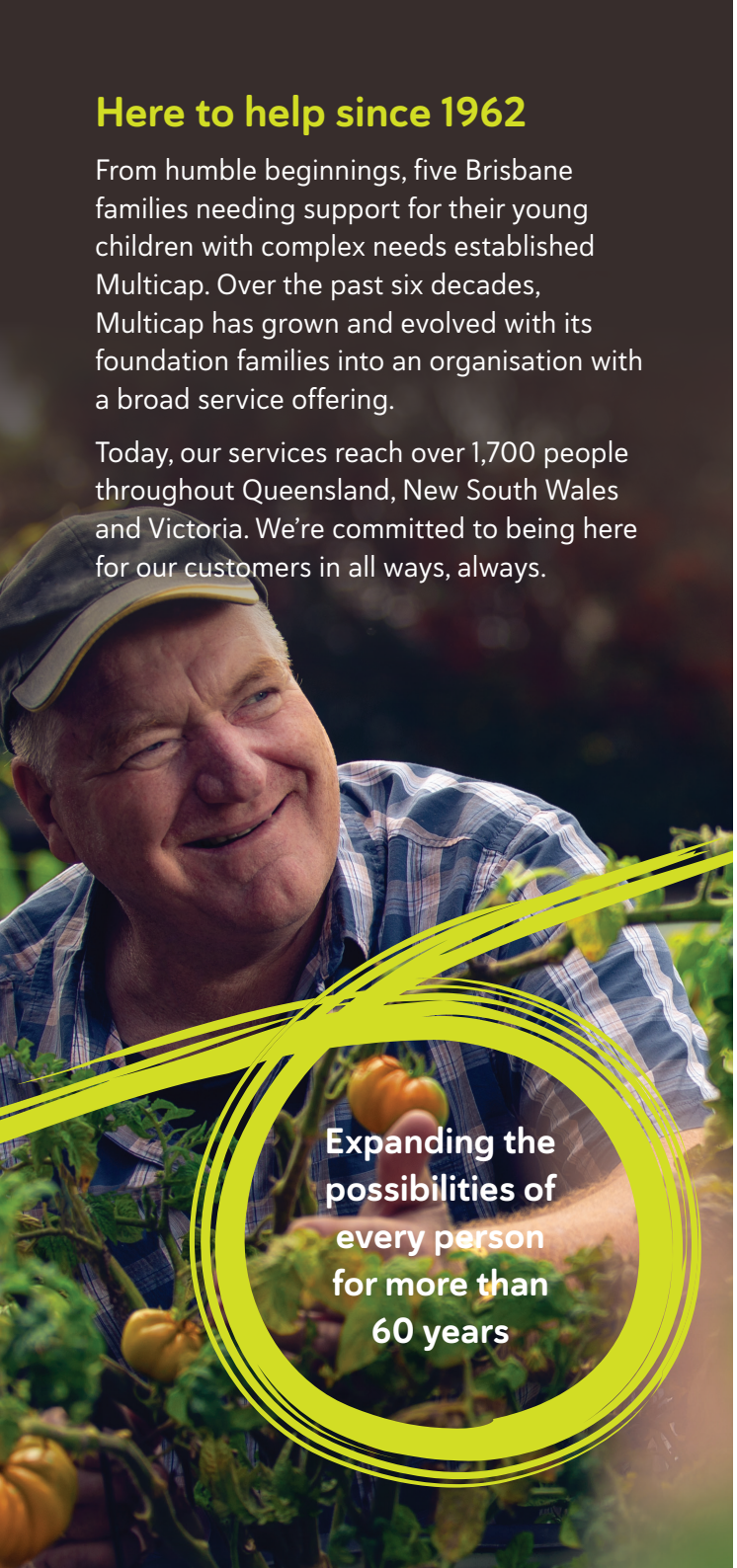
Here to help since 1962

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 1,700 people throughout Queensland, 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**

PART OF vertaview group

MULTICAP®
all ways.always

1300 135 886

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FOR MULTICAP SERVICE USERS

Your rights and responsibilities



MULTICAP®
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Your rights

You have the right to:

1. Be treated with dignity and respect
2. Have your privacy and confidentiality respected
3. Be treated fairly and without discrimination
4. Be free from abuse, neglect or exploitation
5. Understand what personal information Multicap retains about you, why we need to retain it and how the information is used and shared
6. Receive the support that we have agreed to provide
7. Receive a service that is culturally appropriate
8. Receive a support or service which is provided in a safe manner, promotes independence and is responsive to your individual needs
9. Be involved in decisions regarding the support or service provided to you, including choosing which goals you hope to achieve and how Multicap can support you to achieve them
10. Receive a support or service that reflects the vision and values of our organisation
11. Receive a support or service that encourages you, your family or carer and people close to you to have a say and allows you to appoint an advocate to speak on your behalf
12. Refuse service and understand this will not prejudice future access to our services
13. Ask questions, provide feedback or make a complaint
14. Have any complaints made by you dealt with fairly and responded to in a prompt and confidential manner without fear of retribution.

Your responsibilities

1. Act in a way that treats other people with dignity and respect
2. Provide Multicap with current and accurate information that will enable meaningful support
3. Advise us about any changes in your life that may affect your supports
4. Respect the privacy, confidentiality, rights, property and needs of others
5. Tell us if you need to change or cancel an appointment as soon as you possibly can
6. Provide a safe and smoke free work environment for staff who will be supporting you
7. Nominate a support person to assist you in communicating with us, if you need one
8. Follow the Multicap complaints process if you are unhappy with the services you receive.

What you can expect from us

Multicap will:

1. Advise you about your rights and responsibilities
2. Provide agreed services and supports for you
3. Make sure you understand what fees, if any, you will be charged for the supports and services we provide
4. Arrange for an interpreter or other language services, if you need them
5. Support you to access a culturally appropriate service, if we are unable to provide for your specific needs
6. Ensure our offices are safe, welcoming and accessible.



7. Provide you with information on the supports and services available to you, including information about other services
8. Tell you if you are not eligible for a support or service, or if there is a waiting list
9. Tell you, as soon as possible, if we need to change or cancel an appointment
10. Honour our arrangements with you, such as calling you back when we say we will
11. Keep your personal information private and only use it as agreed with you, when you provide consent
12. Provide you with opportunities and support to be involved in decisions relating to your support
13. Take immediate action if we suspect or know that you are being abused, exploited, mistreated or neglected
14. Respond promptly to any complaint you make and provide you with feedback on the process and outcome of your complaint
15. Provide a copy of our Privacy Statement to you and ensure this information is publicly.