Here to help since 1962

From humble beginnings, five 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 throughout Queensland, New South Wales and Victoria. We're committed to being here for our customers in *all ways, always.*



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**

MULTICAP
all ways.always

1300 135 886

REQ250429

FOR MULTICAP SERVICE USERS

Our approach to safeguarding



MULTICAP
all ways.always

Our Commitment

At Multicap, we are dedicated to ensuring our customers are safe, receive the best quality support, and have their human rights respected. Our approach is guided by human rights, clinical and practice governance, practice excellence framework, accreditation and certification, and child safety.



Respecting Human Rights

We support customers' choice and control over their lives, embedding human rights across all our policies, procedures, and work practices. With zero tolerance for violence, abuse, neglect, exploitation, or discrimination (VANED), we focus on prevention, early intervention, and prompt response to concerns.

Clinical and Practice Governance

Our Clinical Governance Framework ensures customers' needs are met in a supportive and collaborative environment. We monitor trends, conduct in-depth reviews, and use performance reporting to identify and manage risks. Our Clinical Governance Committee provides oversight and reports to the Board.

Practice Excellence Framework

We provide personalised, evidence-based supports guided by our Practice Excellence Framework. Our multidisciplinary team of Practice Specialists and Researchers collaborates with service teams to continuously improve our practices and embody a strong culture of human rights and quality of care outcomes.

Customer Experience and Accreditation

Enhancing customer voice

We value feedback and promote customer voice throughout our organisation. Our feedback and complaints systems, advocacy, and supported decision-making models ensure customers can advocate for their service experiences effectively.

Meeting quality standards

As a registered NDIS provider, Multicap meets the high standards of the National Disability Insurance Scheme Practice Standards and Quality Indicators.

Child safety

We are committed to supporting children and young people in a safe, nurturing environment, guided by our Children and Young People's Safety and Wellbeing Statement.