

Group Entities and Service Structures



PART OF vertaview group





Support Coordination

Standard Coordination

Helps participants understand and implement their NDIS plan.

Improves plan utilisation, access to supports, and enhances quality of life for participants. The role of the Support Coordinator is to identify goals, match services to needs and monitor progress to align support with aspirations.

Specialist Coordination

For people with complex needs ensuring access to appropriate services.

The service addresses high-level barriers to stabilise situations and facilitate access to tailored, holistic services. Outcomes include comprehensive support plans, closing service gaps, and empowering individuals to manage their care effectively.



Case Management

Case Managers collaborate with government agencies to support individuals leaving hospitals and social services.

Clients receive tailored assistance navigating care options and connecting with appropriate providers for independent living.

Reduced readmissions, better access to resources, and increased stability in living arrangements are key results.

Case managers act as advocates overcoming systemic barriers to help clients meet personal goals.



Recovery Coaching

Recovery Coaching provides specialised support tailored to individuals with psychosocial disabilities to manage daily challenges effectively.

The service emphasises building resilience and fostering independence to promote long-term mental health recovery.

Coaches work collaboratively with clients to set achievable goals and develop effective coping strategies.

Consistent and empathetic support empowers individuals to lead fulfilling lives and actively participate in society.



Aged Care Coordination

Aged Care Coordinators connect seniors with entry-level care services supported by the Australian Government's Commonwealth Home Support Program (CHSP).

The service targets seniors needing assistance with daily living while maintaining independence and community engagement.

Outcomes include improved quality of life, reduced institutional care reliance, and sustained involvement in community life.

Coordinators assess needs, facilitate access to care services, and monitor progress to ensure client satisfaction.



Specialised Housing

Development and management of housing tailored for individuals with disability or mental health needs.

Accessible and safe living environments designed to meet complex support requirements.

Tenancy Assistance

Help with securing and maintaining tenancies, guidance on tenancy rights, obligations, and sustainable living arrangements.

Maintenance Services

Ongoing maintenance and repairs for specialised housing properties to ensure safety, functionality, and compliance with accessibility standards.

Multicap's Services



Multicap is a long established, not-for-profit disability service provider supporting people with disability to live meaningful, connected and independent lives across Queensland, New South Wales and Victoria.

With a strong focus on choice, inclusion and long term outcomes, Multicap delivers a comprehensive suite of NDIS funded supports across accommodation, in home assistance, community participation, employment, creative programs and complex support pathways.



In-Home and Community

Participants can access tailored in home supports including personal care, domestic assistance, daily living skill development and community access. Supports are flexible and goal driven, enabling participants to increase independence, maintain routines, and participate safely in their local communities.



In-Home Support

Assistance with personal care, domestic tasks, and skill development.



Community Access Support

Helps individuals engage in social, recreational, and skill-building activities in their community.

Lifestyle and Social Programs

Multicap operates 16 Community Hubs offering structured lifestyle and social programs including arts, sports, music and skill building activities. Programs such as Avegates (social experiences and holidays) and youth focused initiatives including Discovery Days, Children's Group Programs, and Sunup & Sundown (before and after school care) support social connection, confidence and developmental outcomes.



Community Hubs

16 hubs offering social experiences, arts, sports, music, and skill-building activities.



Social Experiences and Holidays

Avegates program for trips, events, and leisure activities.



Youth Developmental Experiences

Children's Group Programs, Discovery Days and Sunup & Sundown Programs that extend beyond the classroom.



Employment and Training

Multicap offers supported and assisted employment through well established social enterprises including Monte Lupo Arts, Makeables, Laundretto and hospitality programs such as coffee carts and cafés. Participants can access work based training, skill development and meaningful paid employment pathways aligned with individual goals.



Assisted & Supported Employment

Job opportunities through social enterprises (e.g., Monte Lupo Arts, Makeables, Laundretto, Monte Lupo Cafe).



Work-Based Training

Skills development and career pathways.

Other Services and Social Enterprises



makeables
all ways.employing

Makables

Packaging and assembly services providing employment.



ARTS
MONTE LUPO

Monte Lupo Arts Studio

An Art Studio established to provide training and employment opportunities.



CAFE
MONTE LUPO

Monte Lupo Café & Coffee Carts

Hospitality hands-on-experience and employment.



Laundretto

Laundry service offering supported employment.



Specialist & Positive Behaviour Support Services

Multicap are industry leaders in Positive Behaviour Support, spearheading groundbreaking research in this area and we excel at providing supports for participants with complex needs. We also provide music therapy services.



Specialised Behaviour Support

Positive behaviour support for individuals with complex needs.



Therapeutic Supports

Includes music therapy and psychology.

Critical and Complex Support

These services include intensive in-home stabilisation, transition supports and temporary accommodation for individuals experiencing crisis or high risk transitions.



Complex Integrated Transition

Temporary accommodation and intensive support for high-needs individuals.



Complex In-Home Transition

Stabilisation and sustainable support models in home settings.

Multicap's Services

Multicap's Centre of Creative Arts (COCA) and Monte Lupo Arts provide nationally recognised creative and employment opportunities for artists with disability. Programs include studio based art practice, pottery and painting classes, paid creative roles, exhibitions, retail opportunities and community collaborations, supporting both artistic expression and vocational outcomes.



Creative Programs



Centre of Creative Arts: Group-based art programs for people with complex needs.



Monte Lupo Arts: Renowned studio offering creative employment and entrepreneurial pathways.

Creative Workshop and Classes	Supported Employment and Social Enterprise	Art Studio and Gallery	Retail and Custom Art	Cafe and Community Space	Community Engagement
<p>Pottery Classes: Learn pottery fundamentals including shaping, glazing, and firing. Suitable for beginners and advanced learners.</p>	<p>Employment for Artists with Disability: Provides meaningful paid roles, mentoring in ceramics, painting, and textile art.</p>	<p>Studio Tours: Guided tours showcasing the creative process and unique artworks.</p>	<p>Online Store: Purchase handmade ceramic and textile artworks, homewares, and gift cards.</p>	<p>Monte Lupo Café & Coffee Carts: Enjoy food and drinks alongside art workshops, creating a vibrant community hub.</p>	<p>Collaborative Art Projects: Artists work with schools and communities on large-scale public art installations.</p>
<p>Painting Classes: Paint your own pottery pieces such as mugs, plates, and planters. Includes firing and finishing.</p>	<p>Skill Development: Artists manage all stages of production, clay preparation, glazing, painting, and packaging, building confidence and creative careers.</p>	<p>Gallery Exhibitions: Features in national exhibitions and hosts events like Swell Sculpture Festival and Sculpture on the Edge.</p>	<p>Custom Pieces: Commission bespoke artworks tailored to client vision.</p>		
<p>Specialty Workshops: Figurine Workshop, Ceramic Wall Flower Workshop, and Floral Dreams. Workshop combines watercolour and mosaic art.</p>					
<p>Corporate and School Events: Tailored creative sessions for team-building or educational purposes.</p>					



Accommodation and Housing

Multicap provides a range of housing and accommodation options designed to meet a range of and complex needs. This includes Supported Independent Living (SIL), Short Term Respite (STR), and Specialist Disability Accommodation (SDA) for people requiring high physical support or specialist environments. Supports are delivered in participants' own homes or Multicap managed properties, with a focus on stability, skill development and long term sustainability.



Supported Independent Living (SIL)

Assistance with daily tasks (meal prep, personal care, travel) in your own home or Multicap's accessible homes.



Short Term Respite (STR)

Fully accessible homes for short breaks.



Specialist Disability Accommodation (SDA)

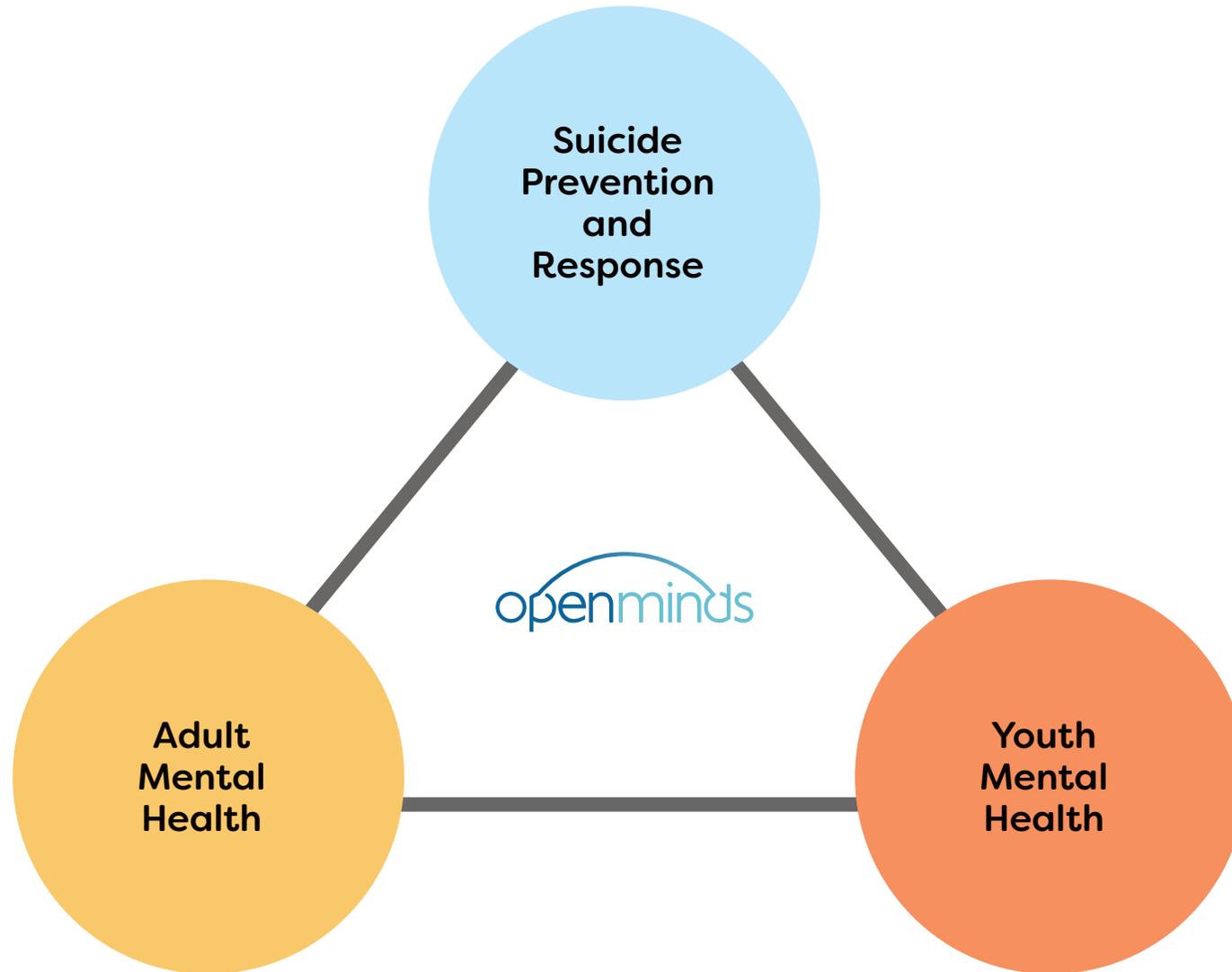
Purpose-built housing for people with high physical support needs.



Critical Support Services

High-intensity crisis intervention, transition, and stabilisation supports for complex needs.

Open Mind's Services



Suicide Prevention and Response

The Way Back Service

The service offers personalized help to individuals after hospital discharge to aid their recovery. Support includes safety planning and emotional assistance to reduce suicide risk and foster resilience.

The Community Connections Program helps reconnect clients with community resources for ongoing care and support.

Family and Friends Program

Free psychosocial services focused on providing support to people caring for someone who has experienced a suicidal crisis and/or suicide attempt.

Suicide Prevention Response

Additional support for other provider's clients who are experiencing an elevated risk of suicide.

Adult Mental Health

Clinical Care Coordination

A team of professionals from various disciplines work together to provide comprehensive mental healthcare.

Personalised Care plans are tailored to meet the unique needs of each client, focusing on recovery and wellbeing.

The program supports individuals in achieving greater independence and improving long-term outcomes.

Coordinating clinical services and community resources helps reduce hospital admissions and relapses.

Community Living Supports (CLS)

CLS assists individuals with daily living tasks to promote independence within their communities.

Programs emphasise recovery and build skills that foster self-confidence and independence.

Staff collaborate with clients to create individualised plans reflecting personal goals and preferences.

Supports foster social integration and inclusion, especially for those transitioning from institutional care.

Housing and Accommodation Support Initiative (HASI)

HASI helps individuals with severe mental illnesses secure and maintain stable housing, reducing homelessness risks.

The Community Living Assistance initiative offers community living support, helping clients develop life skills and strengthen social participation.

HASI connects clients to essential health and mental health services for comprehensive care and wellbeing.

Medicare Mental Health Centres

Accessible Mental Health Support Centres offer free, confidential help without referral, ensuring accessibility to all individuals.

Services include counseling, psychological assessments, and referrals to specialized mental healthcare.

The centres play a crucial role in early intervention and crisis management for mental health concerns.

Designed to provide a safe, non-judgmental space that supports mental well-being for all individuals.



Mental Health Centres

Distress Brief Support

Community based service supporting people feeling overwhelmed, stressed or unsure where to turn. With practical, non-clinical support that connects you to people, services and community.

Step With You is a free community-based service focused on providing support for people experiencing distress.

We walk alongside you, helping you feel less overwhelmed and connect you to the right people, community and services without pressure or clinical barriers.



Youth Mental Health

headspace Partnerships

headspace offers counseling and mental health education tailored for young people aged 12 to 25.

Early intervention and youth-friendly care help reduce stigma and encourage seeking help early.

Support covers issues like anxiety, depression, and relationship challenges to promote wellbeing.

Partnerships help young people achieve educational, social, and personal goals through support.



Youth Bloom Transition Services

Youth Bloom supports young people aged 15–21 with life skills for independent living and provides housing assistance for those currently or formerly in out-of-home care under the Department of Families, Seniors, Disability Services and Child Safety.

The program builds social connections through community activities and staff work with each young person to create personalised plans that reflect their goals and needs.



Early Psychosis Supports for Youth

Early intervention psychosocial recovery supports for young people aged 12–25 experiencing early psychosis. Run in partnership with Hospital and Health Services (HHS).