

## Message from Chairman and CEO

We are pleased to present Multicap's strategic priorities and projects for 2008–2010.

Over the past 18 months we have achieved many of the projects outlined in the 2007-2009 Strategic Plan including:

- defining and consolidating our core services
- putting in place processes to ensure consistent involvement of the people we provide services to, their families and other stakeholders
- upgrading our vehicles so they are safer for clients and staff
- expanding Day Services in Kuraby, Petrie and Nudgee
- changing the structure of the organisation to better support people and their families
- expanding accommodation services in Mackay
- establishing new services in Toowoomba
- achieving three year certification in all 5 regions under the Disability Services Quality Standards
- maintaining quality certification for our HACCC funded and FAHCSIA funded services
- establishing the Centre for Creative Arts as a post-schools program
- holding a number of successful art exhibitions featuring the works of our Monte Lupo artists
- over 35 people benefiting from the Short Term Emergency Placement Service (STEPS)
- Multicap Star Festival activities in 5 locations

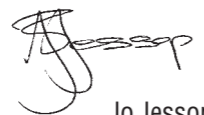
Our single most significant achievement over the past 18 months has been the establishment of new services in new locations that meet the various needs of people we support and their families.

The Multicap Board and CEO continue to remain focused on supporting strategic priorities to ensure Multicap becomes the leading source of creative and sustainable support options for people with multiple disabilities in Queensland.

We look forward to sharing more of our achievements with you as we continue this journey together.



John McAuliffe  
Chairman



Jo Jessop  
CEO

### Our Vision

To be the leading source of creative and sustainable support options for people with multiple disabilities, and challenging and complex behaviours, and their families and carers in Queensland.

### Our Values

- Multicap...
- ★ Recognises the **quality** of life of our clients is the sole purpose of our service delivery
  - ★ **Respects** the right of each client to self determination, privacy and dignity
  - ★ Is committed to individuals **achieving** their goals
  - ★ Is a **committed** advocate for people living with a disability
  - ★ Is committed to a **sustainable** future
  - ★ Maintains transparency and **integrity** throughout
  - ★ **Supports** the ongoing training and development of all personnel to contribute towards best practice support for our clients

# Strategic Plan 2008-2010

# Key Strategic Priorities

## **F**inancially sustainable organisation that allows us to achieve our goals

- Continue to improve Multicap's reporting and accountability
- Manage and minimise risk across Multicap
- Compliance with the legislative requirements relating to restrictive practices

## **F**or opportunity identification and responding to needs

- Implement a continuous improvement program
- Establish new services in new locations to meet the needs of people accessing services and their families
- Develop health-based intervention strategies when appropriate
- Invest in the development of the Centre for Creative Arts across Queensland
- Increase the numbers and contribution of volunteers at Multicap
- Expand the social support activities Multicap is able to offer people across Queensland
- Identify new opportunities to expand Monte Lupo Arts across Queensland

## **F**or consultation, collaboration and communication of direction

- Develop a more distinctive, consistent message internally and externally
- Strengthen government, community and other key partnerships
- Improve communication across all areas of Multicap
- Accurately record interactions with people who access Multicap services, their families and other stakeholders

to be the leading  
source of **creative**  
& sustainable support solutions



## **F**or understanding and awareness of Multicap

- Increase lobbying in local, state and federal arenas
- Increase Multicap's brand exposure and media profile
- Strengthen Multicap's corporate partnerships
- Enhance philanthropic activities undertaken by Multicap

## **F**or skilled, committed staff that make a difference

- Improve the engagement of staff that work for Multicap
- Plan for current and future workforce needs
- Improve training for supported employees in the workplace
- Improve the information provided to new staff members

## **F**or environment appropriate to clients achieving their goals

- Develop appropriate accommodation options for people accessing services
- Maximise the use of the Multicap facilities & services available in the northern suburbs of Brisbane
- Develop a plan to maximise the appropriate use of Multicap's property assets
- Improve facilities and services in the western suburbs of Brisbane
- Review specialised services offered to people who access Multicap Day Services
- Remodel Day Services activities to better meet needs of people with a diversity of ages
- Review transport to better meet the needs of people accessing services and their families

## **F**or disciplines to stay on track

- Review progress and report quarterly to Multicap's people who access services, their families and other stakeholders