

WHERE THERE'S A WILL WE'LL FIND A WAY

2017 ANNUAL REPORT 



MULTICAP

HIGH NEEDS DISABILITY SUPPORT

all ways. always



Since 1962 Multicap has grown to become a leader in disability services throughout Queensland and Northern New South Wales.

We stand by our sole purpose that the quality of life of people with disability and their families is enhanced by our support. People with disability are encouraged to imagine every possibility and to fulfil their potential through our support.

Inside this report

OVERVIEW		CORPORATE SERVICES	
2016 /17 Highlights	05	Marketing & Media	37
Message from our CEO & Chair	07	Fundraising & Grants	37
		Systems & Infrastructure	39
STRATEGIC REPORT		GOVERNANCE & FINANCIAL STATEMENTS	
Our Great Expectations	08	Board of Directors	40
Multicap's Legacy & Purpose	08	Corporate Governance	41
NDIS So Far	09	Committee Reports	42
Our Customers		Discussion & Analysis	44
Support & Services	12	Directors' Report	45
Highlights	16	Comprehensive Income	47
Review	20	Financial Position	48
Social Enterprise		Changes in Equity	49
Purpose & Vision	22	Cash Flows	49
Highlights	22	Financial Notes	50
Our Staff		Independent Auditor's Report	58
Organisational Review	30	Life Members	59
Health & Safety	31		
Feature Stories	32		
Organisational Structure	34		
Executive Team	35		
Volunteers			
Highlights	36		

OVERVIEW

Multicap's commitment is for every customer to connect and realise the possibilities and choices available to them. This drives us to always believe where there is a will we'll find a way.

Our Purpose

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

Our Vision

To be the leading source of creative and sustainable support options for people with disabilities, particularly those with high and complex needs and their families.

Our Values

- Assists people to achieve their goals.
- Maintains transparency and integrity.
- Encourages self and systemic advocacy.
- Commits to a sustainable future.
- Invests in a learning culture for staff.
- Promotes self-determination, privacy and dignity.

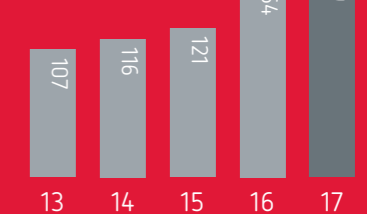
2016 /17 Highlights

169 people

in Supported Independent Living. This is a 3% increase from last year (164).

➔ For more information go to Our Customers.

Supported Independent Living

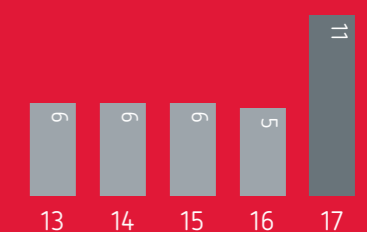


55% increase

in number of Social Enterprise businesses (11 in 2017 vs. 5 in 2016).

➔ For more information go to Social Enterprise.

Social Enterprise Businesses

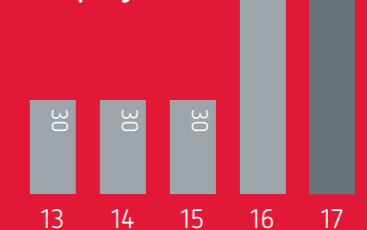


93 assisted employees

which is a 7.5% increase from last year (86).

➔ For more information go to Our Support & Services.

Assisted Employment

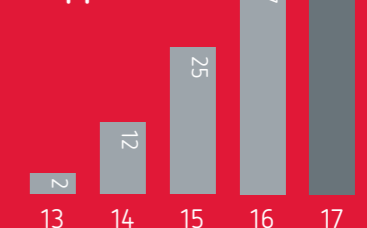


24% increase

in customers accessing self-directed and in-home support. (49 in 2017 vs. 37 in 2016).

➔ For more information go to Our Support & Services.

In-home support



Thank you to Retiring Chair

The 2016 Multicap Annual General Meeting (AGM) marked another special milestone in Multicap's rich history with the retirement of our Chair John McAuliffe. Professor John McAuliffe AM joined the Multicap Board in 2006 and was Chair for ten years, until 2016. He has made an amazing contribution to the lives of people with disability over this period. John was awarded Life Membership of Multicap in recognition of his dedication to Multicap's sole purpose that the quality of life of people with disability is enhanced by our support. We wish John well in his retirement.

Message from our CEO & Chair

"Where there's a will we'll find a way" aptly describes how our amazing customers, our valued staff and our dedicated Board of Directors have approached the past 12 months across all areas of Multicap.

We are inspired on a daily basis by the achievements of those we have had the great privilege to support during the year.

Examples include celebrating when one customer learned to use a fork for the first time after 12 months of skills development, practice and encouragement by staff. Other examples include other customers gaining their forklift and drivers licences so they can progress in their careers in paid employment.

Assisting our customers to find a way to achieve their goals is part of everyday life across Multicap. It is something our staff, managers and directors are immensely proud of. Throughout this Annual Report, we have shared many of the 'finding a way' moments for our customers and our staff - all framed by the priorities outlined in Multicap's Strategic Plan 2016-2021.

Following a 12 month review of the necessary governance requirements, the Board recommended to the Members at the 2016 Annual General Meeting (AGM) a change to Multicap's Constitution. The change reduced the number of non-executive directors from nine to seven, with four being elected and three being appointed. This decision was made to best position Multicap for ongoing success.

Following the retirement at the AGM of our long-standing Chair Professor John McAuliffe, Mr David Eades took over as Interim Chair for a period. This was followed by the appointment of a new Director, Mr Michael Roche, as Chair in September 2017. As well as Michael, we also welcomed Angela Tillmanns to the Board. We said farewell to several long-standing Directors who stood down during the year: Anthony Oostenbroek, Harry Carrick, Stewart Douglas and Mary Hourigan-Mackinnon.

Our Directors provide wisdom, skill and advice, all on a voluntary basis. We could not have achieved what we have over the past year without them.

During the year, Multicap has committed significant time to assist our customers

prepare for, and transition successfully out of the state-based funding systems to the National Disability Insurance Scheme (NDIS). Customers we support in Mackay, Toowoomba and Roma have fully transitioned to the NDIS. Our Ipswich and New South Wales customers are part way through the transition, with our central Queensland customers starting their transition in November 2017.

The transition so far has not been smooth. We have raised significant concerns around the quality of some of the NDIS participant plans our customers are receiving. There are also issues surrounding the confusing interfaces of other support systems our customers use, such as health, education and transport.

The ongoing viability of centre-based respite is also being questioned, due to the price set by the National Disability Insurance Agency (NDIA). There are also difficulties transacting through the NDIA portal to ensure our customers and Multicap receive payment for services provided in a timely manner.

These issues are not unique to Multicap customers. We know the NDIA and the Department of Social Services are aware of them and trust we will see substantive improvements over the coming 12 months.

Despite these challenges, Multicap remains totally committed to the success of the NDIS, as it will deliver a better future, expanded choice and control and more opportunities for people with disability.

Thank you to every customer who has chosen Multicap to support them during the year and to every staff member who has chosen to work at Multicap and be part of our Circle of Support. Together we have shown that "Where there's a will we will find a way."

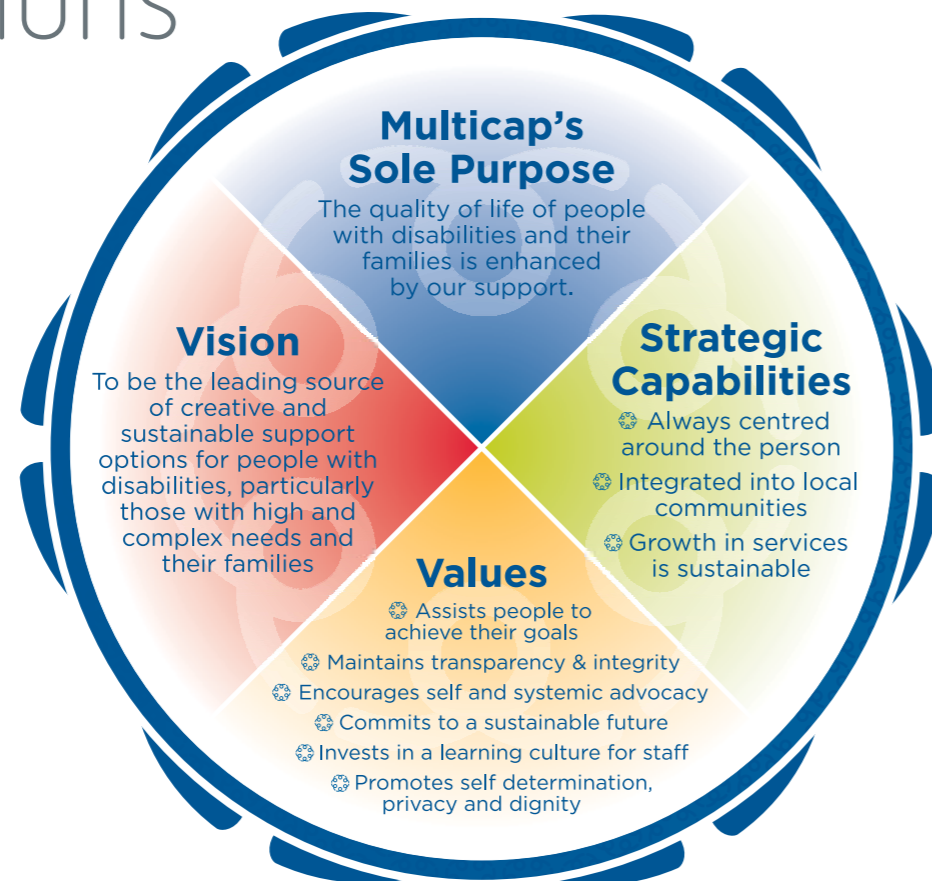
David Eades
Chair, Multicap

Joanne Jessop
CEO, Multicap



Our Great Expectations

2016-2021



Multicap's Legacy & Purpose

Multicap has been providing services to people with disability since 1962. Starting from humble beginnings with six families, it has grown to become a leader in disability services throughout Queensland and northern New South Wales, supporting over 1200 customers and employing over 700 staff.

After 55 years of service in our communities, Multicap is honoured to continue providing support to three members of the original founding families.

We stand by our sole purpose: the quality of life of people with disability and their families is enhanced by our support.

Through our support, people with disability are able to exercise choice and control, develop independence and achieve their life goals.

Lara, featured on our Annual Report cover this year, is just one person achieving amazing things and we are so proud to support her. Lara agreed to tell her story, demonstrating where there's a will we'll find a way.

"I like performing because everyone knows who I am and how talented I am, and my parents go 'Wow, you are a superstar,'" Lara said.

She found her passion for creative arts in 2009, and participates in drama, drumming, painting and day work. She has recently finished a three-metre, three dimensional whale made of recycled rubbish for an art show.

We create opportunity. We are champions of possibility. We inspire partnerships of support. Our door is always open.

Multicap has been assisting people find a way for 55 years – it's what we do.

➔ To read Lara's story go to page 19.

National Disability Insurance Scheme NDIS So Far

Multicap remains committed to assisting the people we support and their families by providing a smooth transition from the State-funded supported system to the Federally funded NDIS.

The State and Federal governments agreed to a three year transition for Queensland and a two year transition for New South Wales. This first year has been more complex than expected, with both the National Disability Insurance Agency (NDIA) and Multicap introducing new systems and processes to support the significant changes required.

During the year, we have supported our customers in Mackay, Roma, Toowoomba and Ipswich as they prepared for their NDIA planning meeting and accessed their new supports and funds. Through their individual NDIS plans and funding, many of our customers now have access to reasonable and necessary core supports and equipment enabling them to live their lives the way they wish to. It is very rewarding to support them on this journey in identifying and achieving life goals.

We are currently supporting our customers with their NDIS transition in two key areas:

1. Understanding current supports

We are assisting our customers to identify and document all the supports they are currently receiving including personal care, community access, transport and independent living requirements so they can share this information with their NDIA planner.

We are also assisting our customers to complete their My First Plan document, which allows people to determine exactly what reasonable and necessary supports they need to live a happy, fulfilled life with as much independence as possible.

We are also accompanying people to their NDIA planning meeting if they ask us to.

2. Understanding new supports

Once our customers have an NDIS approved plan, we provide customers confirmation of services and price through a schedule of support and a service agreement.

We are also offering support coordination from an independent team at Multicap. This is for people who want our assistance in finding the best services for them in their local community.

Our Customers Support & Services

Multicap offers a network of supports and services to assist people with disability succeed in life's journey. Aligning with our person-centred approach, Multicap staff work alongside people to develop fun, flexible and personalised programs. These tailored plans give people choice and control and the chance to achieve personal goals their way.

➔ To read our customer journey feature go to page 19.



HUB ACTIVITIES

Multicap works with people to design skills development and fun daily activities, enabling people to choose the services they want.



EMPLOYMENT

Multicap is proudly paving the way for people with disability to enter the workforce through a range of employment-related choices.



RESPIRE

Everyone needs a break. Multicap offers tailored short term stay options, enabling people with disability the choice in services they want.



SUPPORTED INDEPENDENT LIVING

Multicap is assisting people with disability gain more independence by providing a range of accommodation choices.



SPECIALIST SERVICES

The Specialist Services team offer a range of supports including music therapy, positive behavior support and transition and coordination support.



ASSISTED HOLIDAYS

Multicap gives people the chance to achieve their dreams by providing a range of exciting and affordable holiday choices.



PERSONAL DEVELOPMENT

Multicap provides a range of activity choices to improve awareness and identity, develop talents and help people achieve personal aspirations.



CUSTOMISED SUPPORT

Multicap works with people and those important to them to develop skills and plans, enabling people more choice and control over their services.

Our Locations

Currently, Multicap delivers services across approximately 100 unique locations in Queensland and Northern New South Wales





HUB ACTIVITIES

Includes arts, community activities & sports

Our Hubs enable our customers to integrate into a broad range of community activities, including creative, life skills and sensory-focused Hub programs. Some activities are in groups and others are tailored to individuals.

The popular community activities focus on improving happiness and wellbeing. We offer recreational activities (including dance and music), sports (such as sailing and ten pin bowling) and community activities (including café and library visits). All of these programs integrate our customers with local families, workers and volunteers from our surrounding communities.



EMPLOYMENT

Work experience, life skills & assisted employment

Our employment-related choices include workplace skills training, work experience opportunities and assisted employment.

Our expanding social enterprises provide opportunities for on-the-job learning and career progression.

By giving people with disabilities equal access to work opportunities, it helps to build confidence and make new friends. It also exposes them to new challenges, the chance to develop skills and communication, and to experience financial independence. All these factors lead to an enhanced quality of life through employment.



RESPITE

Home, centre-based & customised respite support

Everyone needs a break and our respite service is supportive, flexible and responsive. Multicap offers a range of short-term accommodation solutions from our own fully-accessible houses, through to short term rented homes or hotel rooms. As a respite guest, trained and helpful staff will support people and encourage independence by creating a home away from home. These tailored respite choices mean people can choose what's right for them.



► EMPLOYMENT – Capalaba Coffee Cart

As soon as you see Barbara's blonde bob behind Multicap's Coffee Cart in Capalaba, you know you are in for a great yarn. The bubbly, witty 50-year-old is a storyteller. She is particularly fond of sharing stories about her greatest love – her four children.

She openly shares both the good and bad stories about parenthood. Like when her daughter ruined her \$380 Sheridan sheets after sleeping in them while wearing fake tan. "It looked like the chalk outlines of dead bodies, only in yellow," she said. However, she assures you with a big smile, these are things every parent goes through. Barb admits she has a lifetime of stories to share while she prepares your coffee, including very personal ones. One such story is when Barb suffered from seven strokes in 2010.

Prior to the strokes, Barbara had been working as a successful real estate agent for over 20 years. After the strokes, she tried to get back into the industry but her perspective changed. "I had 30 seconds on a table, unable to breathe," she said, blinking back tears. "That cemented

the way I think now. While I was on the table, I didn't think about my job, which I loved," she said. Instead there were four things she thought about. "I held four fingers up – the four fingers are my children," she said.

It was Barbara's daughter Caitlin, who is studying to be a lawyer, who convinced her mum to start work as a barista. "She said 'You are too young to retire. Go back to work,'" Barbara laughs.

So Barbara started working at the coffee cart in January 2017. However, with no previous experience working as a barista, there were challenges. "When I first started, there were coffee grounds everywhere," she said.

Although there were challenges, Barbara has overcome so many of them and wouldn't have it any other way. "This has given me an opportunity to get away from Judge Judy and be among people again and know I am contributing in a positive way. I find the interaction with other people stimulating," she said. Not only that, but Barbara's customers love her excellent cuppas. "I really do make a great coffee," she said.



SUPPORTED INDEPENDENT LIVING

A range of options for life choices

Supported Independent Living provides people with disability more choice and control over the ways they wish to live. Multicap offers support in a wide range of homes where people choose to live, often close to family and friends. Supported Independent Living gives people the chance to live in and be part of their local community.



SPECIALIST SERVICES

Therapy, behavior support and transition & coordination

This team provides a range of specialist support to our customers. In both group and individual ways, Music Therapy improves confidence, physical coordination and relaxation. Positive Behaviour Support develops plans that improve the quality of life for customers. Specialist Services Transition and Coordination provides education, support and guidance to customers and the people they choose to involve in the decision-making process as they move to the National Disability Insurance Scheme, ensuring participants receive supports in line with their needs and goals.



ASSISTED HOLIDAYS

Exciting & affordable holiday options

Ever dreamed of watching the sunset on a deserted beach, camping under the stars or hopping on a steam train and enjoying a scenic ride? Multicap gives people with disability the chance to achieve their dreams by providing a range of exciting and affordable holiday choices through our innovative Avegates program. Avegates are the assisted holiday specialists. The team is passionate about pushing limits and exploring new ones. Through all-inclusive holiday packages, people enjoy a personalised experience and the chance to see the world their way.



► SUPPORTED INDEPENDENT LIVING

Many of you would know John from his vibrant smile or, if you have seen him at music therapy sessions, from his thunderous drum solos. However, John has not always been quite so outgoing.

John, who resides at one of Multicap's assisted homes in Kuraby, has had vision issues for many years. That was until he had a corneal transplant in January 2017, restoring his peripheral vision and his spark for life. John's sister Yvonne said staff knew how to look after John's eye after the surgery. "They did a really good job," she said.

Linden is one of the dedicated staff members at Kuraby House who helped with John's aftercare. "He had to have two types of eye drops four times a day to start. He is back to only one a day, four times a day now," he said. The staff were also responsible for taking John to specialist appointments during his recovery.

Linden said John, who paid for the operation himself, was pleased with the outcome. "You could see he was happy after he got it done," Linden said.

John has had issues with his vision since he was a young boy. However, with advancements in technology, a corneal transplant was possible.

Prior to the transplant, John's music therapist Queenie said John relied more on his other senses, especially auditory, to express himself. However, since the surgery, John's confidence in social interactions has improved and he is now participating in a wider variety of activities. "He has been responsive to visual signs (e.g. stop, go, louder, softer) which was not noticeable prior to the transplant," Queenie said.

A big thank you to the dedicated Multicap staff at Kuraby house who have helped John find a way, assisting in his recuperation and contributing significantly to the success of his surgery.



Our Customers

Multicap Housing

Multicap provides two distinct services to people accessing supported independent living and accommodation: tenancy services and disability support services.

During the year, we have improved and strengthened our tenancy services by bringing them together under a new, linked brand called Multicap Housing, which manages many facilities, including properties leased or rented on behalf of our tenants. This ensures people have a strong voice around choice and services.

Multicap Housing has a Tenancy Manager, similar to a landlord, who is responsible for maintenance, termite control and rates payments. However, in our quest to find a way to improve housing for our customers, the Tenancy Manager

has additional responsibilities. These include organising fire equipment, annual cleaning, grounds and lawn maintenance and organising furniture for shared areas.

The Tenancy Manager ensures all residents have general tenancy or rooming agreements in place and access to modern, well-maintained places to call home.


Our Multicap Disability Services team continues to focus on providing exceptional support to give people choice and control and the chance to achieve personal goals their way.



Support & Services highlights

Multicap offers a large variety of support and service options. Our staff adopt a person-centred approach by developing personalised, one-on-one and group activities. These are specifically designed to give people choice and control to achieve personal goals their way.

3990 
NUMBER OF RESPITE
NIGHTS MULTICAP
PROVIDED THIS YEAR

9%  **MORE**
CENTRE FOR CREATIVE
ARTS (CoCA) STUDENTS
An increase to 49 in 2017
from 45 students in 2016

355,751 
HOURS OF SUPPORT
MULTICAP PROVIDED
THIS YEAR
5.96% higher than 2016

DOOLANDELLA HOUSE RESIDENT

Lesley couldn't be more proud of the nutrition program that was introduced to improve the health and wellbeing of customers at the Doolandella house.



Customer journey highlights

There are many truly remarkable people within our growing Multicap communities. We are delighted to be able to share some personal stories with you and provide some insight into the courage, dedication and inspirational attitudes we see each and every day.

WHERE THERE'S A WILL WE'LL FIND A WAY

▶ LARA'S STORY

When Lara stepped on stage for her first performance in a leading role, she was understandably nervous. But it didn't take long for the 28-year-old to hit her stride. 'It was fun,' she said of her starring role as Cinderella. 'I like performing because everybody knows who I am and how talented I am, and my parents go "wow, you are a superstar".'

Lara found her passion for the creative arts after starting with Multicap's Centre for Creative Arts (CoCA) in 2009. Since then, the former Toowoomba woman has barely missed a day in the art studio. 'I feel disappointed if I miss a day at CoCA,' Lara said. 'I like painting and my goal is to continue painting pictures. I also do drama class, drumming and clay work.'

Lara is currently creating a three-dimensional whale for CoCA's 2017 tactile exhibition and rehearsing for her part in this year's drama performance 'Bewitched by Colour', written by her creative arts facilitator, Tuesday Whitfield. 'Lara puts a lot of pride into her work – she likes it to be perfect,' Tuesday said. 'I have seen a huge change in Lara over the past couple of years, particularly as a result of the drama performances – she's smiling more and comes up and says, "I'm a star".'

Lara's mum Madeleine said her daughter has a remarkable portfolio of artwork she has achieved during her time at Multicap. 'I specifically moved to Brisbane for Lara to benefit from being at CoCA five days a week as she strongly voiced her desire to attend full-time,' Madeleine said. 'Lara has gained much joy from attending CoCA and really hates missing a day there.'

Outside of the art studio, Lara enjoys holidays and activities with Multicap's social network, Avegates.

CoCA

The Centre of Creative Arts (CoCA) is an active and functional art studio that offers the opportunity for people with disability to develop their artistic abilities through a variety of visual, tactile and performing arts.

CoCA is a Multicap innovation where pupils explore artist notions and capabilities using a range of mediums and techniques, not only to develop and produce meaningful artworks, but to develop their ability to foster their sense of self and their individual abilities.





▶ COLIN'S STORY

Colin is a champion on and off the medal podium. The 29-year-old not only holds numerous swimming world records but also holds a special place in the hearts of everyone whose path he crosses.

'He's unbelievable,' Colin's mum, Anne, said of her son. 'He has a can-do attitude and doesn't let anything stop him from doing what he sets his mind to. 'He has completely changed our outlook on the world.'

Since finishing high school, Colin has been employed by Multicap—giving him independence and an income that allows him to travel for swimming. Colin's first job was as a supported packaging employee at Premier Pak. He has now settled into a new role as a packaging assistant at Makeables, Rocklea, working four days a week. 'I like my job and the different skills I have learnt through Multicap,' Colin said.

Each day after work, the champion swimmer heads to the pool for training and has his sights set on becoming a coach ... after a few more world records, perhaps. He currently holds world records with the Down Syndrome

International Swimming Organisation (DSISO) in 800m and 200m freestyle and 25m breaststroke, and has twice been named top male swimmer by the DSISO.

He has competed internationally eight times and is working towards the 9th Down Syndrome World Swimming Championships in Canada in 2018. Swimming since he was 11 and competing for the past 11 years, Colin says that while he likes swimming, his first love is people.

'I like meeting different people,' he said. 'And I would like to become a coach so that I can train other people to swim and compete at the Special Olympics.'

Despite his busy work and swimming schedule, Colin always finds time for a social life including hip-hop dancing and regular activities with Multicap's social network, Avegates.

'He's definitely busy,' Anne said. 'And that helps with his fitness levels for swimming.'

Our Customers Review

Strategic Plan Status

Target	Comments	Status
Improved Quality of Life Quality of life measures provide evidence of improvement for each customer.	Information is captured using person-centred planning and Employee assistance planning. A review of measures is planned for 2017/18.	●
Improved Quality of Life Services are evaluated and assessed to ensure those no longer adding value to customers are replaced or improved.	During 2016/17, we reviewed and researched best practice services. Further work and implementation is scheduled for 2017/18.	●
Improved Quality of Life Customer retention remains over 95%.	93% of our Mackay, Toowoomba and Roma customers chose to continue purchasing services from Multicap through their NDIS plans. During the April to June 2017 quarter, our overall customer retention was 98.4%.	●

● On track ● Caution ● Concern

Strategic Plan Status

Target	Comments	Status
Geographic Footprint Focus on customers from Mackay, west to the border and Lismore and Ballina in the south.	Multicap has commenced planning and talking to customers in northern New South Wales about services they would like. There have also been new customers accessing accommodation services through Multicap across Queensland this year.	●
Growth Multicap will respond to customers' needs and, as a result, grow in size.	Multicap has seen 8.5% growth in operating revenue over the year. The lower growth compared with previous years is attributed to a tightening in State Government expenditure as we prepare for and enter the NDIS transition period.	●

● On track ● Caution ● Concern

Social Enterprise Purpose & Vision

Multicap offers creative and sustainable support options for people with disability informed through a person-centred approach. Our Social Enterprises create sustainable employment and training for people with disabilities. Through various initiatives, Multicap's Social Enterprises contribute to Queensland's social and economic outcomes.

Multicap's Social Enterprises provide more choice for people to learn skills that can assist with future employment opportunities near where they live. Employees have asked for support and training in the following areas: customer-facing employment sectors, broad skills that can lead to employment in other sectors, art across various mediums and operating their own small business.

All Social Enterprises were formed to respond to these needs and offer extensive on-the-job training, tailored to the individual learning styles of each employee. Once an employee is confidently trained, they are given the opportunity to move into other employment choices.

With the introduction of the National Disability Insurance Scheme (NDIS), Multicap's Social Enterprises will remain employers of choice. This will allow us to retain and recruit employees that attribute to the viability of future Social Enterprise businesses, ultimately creating more jobs for people with disability.

We have a desire to grow. We plan to expand in size, scope and sustainability across our products and services, while ensuring people with disability are at the centre of decision-making relating to their life.

Social Enterprise Highlight

It has been an eventful year for the Social Enterprise team. One of the major highlights is our continued, strong partnership with BuyAbility, an initiative of National Disability Services (NDS) to promote and secure a thriving supported employment sector. Multicap has partnered with the BuyAbility network since it launched in 2016. By using the BuyAbility social impact tool, we know 93 of our assisted employees have contributed to over \$3.4 million of direct economic benefit to Australia.*

*This calculation is based on income tax paid by assisted employees, Disability Support Pension and disability support savings and self-funded capital investment, less our funding received to provide on-the-job support.

\$3.4 million
\$3,400,000 DIRECT
ECONOMIC BENEFIT
Our 93 assisted employees
have contributed to this

Social Enterprise Multisnacks

Through training and on-the-job experience, Multisnacks employees gain greater independence, confidence and the opportunity to operate their own small business and earn an income.

The Multisnacks model is simple – sell quality snacks to members of the public. Our products are made by Australia's favourite brands and are delivered fresh to Multisnack stands by our mobile vendors.

At Multisnacks, we facilitate the ordering and provision of a wide range of quality, convenient on-the-go snacks. Snacks can be restocked according to a regular schedule or earlier if required. Every snack sold creates employment for people with disability and funds local support projects.

Multisnacks enables skills development, employment and creates opportunities for people with disabilities.

There are four employment pathways and opportunities for people with disabilities in Multisnacks:

1. Work skills participant – a community activity, based from a Multicap Hub.
2. Assisted employee – a person supported to maintain paid employment.

3. Employee – a person with disability who is able to work independently without support.

4. Independent distributor – a person with a disability who is self-employed and maintains a Multisnacks territory.

The vision for Multisnacks is for all employees to use the skills and knowledge they have acquired, together with increased confidence, to move into alternative careers of their choosing.



Social Enterprise

Avegates

Avegates provides plenty of unique and accessible adventures, social outings and sports throughout the year for attendees to enjoy without the hassle of organising them.

Multicap's Avegates programs enable people with disabilities more opportunities to connect to the community. This is achieved by offering a range of diverse and inclusive social activities, including team sports, social clubs, special occasions, holiday choices and the tailor-made experiences. Avegates provides social experiences to suit everyone and gives people more vibrant and meaningful social lives.

Multicap created the Avegates program in 2013. This was in response to a lack of experiences available to people with disability. The program was developed to provide opportunities to create friendships, connect people with their communities and help people access holidays and other social experiences. It allows people to form connections and make dreams come true.

From as far north as Mackay to as far south as the Gold Coast, Multicap customers enjoyed a diverse range of social activities and assisted holiday choices this year.

Customers participated in various sporting activities, from ice skating and a stand-up paddle boarding day, right through to the Avegates All-Ways football teams training weekly on Saturday mornings. The Avegates All-Ways team gives people

social interactions in mainstream football teams.

Multicap acknowledges that the Avegates All-Ways football program has been able to continue thanks to support and integration with the Sunnybank Community and Sports Club.

Customers also get the chance to watch their favourite teams from the sidelines at football games or at speedway and drag racing events.

Brisbane Avegates customers participated in island day trips and attended festivals like the Abbey Medieval Festival, Greazefest and the EKKA. In Rockhampton, Avegates customers participated in monthly karaoke nights, dining experiences and day trips – including animal encounters at Cooberrie Park. Both Mackay and Rockhampton held annual Gala Balls, where hundreds of customers got the chance to dance the night away.

The holiday program included fishing trips, pampered holidays, a trip to the State of Origin in Sydney, a Gold Coast beach holiday and a North Queensland trek.

The Southside Singers, an Avegates singing group, performed at the annual Multicap Festival and Multicap Christmas Carols.

To meet the demand for Assisted Holiday choices for our customers, a full-time travel professional is designing and rolling out the program in the 2017-2018 period.

The Avegates initiative is all about joining an exciting social network where individuals can choose from an adventurous menu of real-life experiences. Sometimes challenging and always positive, we provide access to a range of organised social and community access activities, supported holidays and sporting group programs.



all ways. *connecting*

44

MULTICAP CUSTOMERS ENJOYED HOLIDAYS THIS YEAR

Facilitated through Avegates

Social Enterprise

Laundretto / Coffee Carts

Muticap's Laundrettos and the Monte Lupo Coffee Carts support employees by providing training and employment in retail and hospitality.

Through training and on-the-job experience, Laundretto employees gain new and transferable skills in money handling, ironing and cleaning, and customer service. In addition to giving employees an income, it gives them greater independence, confidence and the opportunity to gain retail industry experience.

Following the success of the Banyo Laundretto, we opened our second laundromat in Capalaba, featuring Multicap's first 'smart' facility. The state-of-the-art equipment allows users to pay for washing machines and dryers via their smartphones. No change required!

The environmentally-friendly Capalaba Laundretto is conveniently situated a few doors up from the Capalaba Coffee Cart, so patrons can enjoy a 'latte while they launder'!

Multicap's Monte Lupo Coffee Carts is the newest business from Social Enterprises. Three coffee carts were launched this year, with two carts being in permanent locations at Capalaba and Sumner Park. The carts are another avenue for giving people with disabilities hospitality training and employment.

The vision for both Laundretto and the Monte Lupo Coffee Carts are for

all employees to use their skills and knowledge, together with increased confidence, to move into alternative careers of their choosing.

No change required!

CAPALABA LAUNDRETTO IS MULTICAP'S FIRST 'SMART' FACILITY

You can pay via your smartphone



Social Enterprise

Makeables

Makeables supports our employees by teaching new and developing existing skills in a wide variety of manual production tasks, where no two days are the same.

Multicap's Makeables gives people with disabilities access to skills development in all areas of manual production including assembly, packing and finishing.

We help our corporate customers by making a range of manual elements of their products. The differing range of products enables our employees to participate in a variety of tasks including, but not limited to, applying stickers, putting together locks and hinges for toolboxes, packing and shrink wrapping sample kits. Some employees have also gained their forklift licence to move containers around the warehouse. We pride ourselves on delivering high-quality products to our corporate customers on time.

The diverse Makeables environment gives our employees greater independence and confidence in differing manual production areas.

As Makeables continues to grow and expand, we are able to give assisted employees the chance to hold positions of authority – such as team leaders and managers.

Developing skills and responsibilities for assisted employees helps to progress their careers. The journey to independence through meaningful employment is one we are proud to be part of. We are invested in making strong working futures for our assisted employees.

Alan's Story

Alan is set to return to work at Makeables after being diagnosed with cancer in September 2016. Alan, who has been an assisted employee in Tingalpa for the past five years, is very keen to get back to work.

For the past 12 months, Alan has been undergoing radiotherapy and chemotherapy. The treatment is working, with his diagnosis looking positive.

His friends at Makeables can't wait to have him back on board. Alan, who visited the site while he was recovering to say hello to his friends, is a valued member of the Makeables team, always willing to learn new skills and help with any task.

By returning to work and having a regular income, Alan can continue kicking personal goals. Currently Alan, who is in independent living, is paying off his own home.

Despite having a physical disability, Alan has overcome many obstacles, including driving his own modified vehicle and, now, returning to work after battling cancer.

Alan's story shows how Makeables can enhance the life of people with a disability.

67

ASSISTED EMPLOYEES
AT MAKEABLES

MAKEABLES TINGALPA

Alan has been working at Makeables Tingalpa for the past five years. He is excited to return to work, see his friends again and continue kicking personal goals.



makeables[®]
ASSISTED WORKMANSHIP SERVICES

all ways.on hand

Social Enterprise

Monte Lupo

Monte Lupo provides training and employment to people in a range of fields – from expressing themselves through creative mediums to gaining hospitality experience in the coffee shops.

Monte Lupo Arts

Through training and on-the-job experience, Monte Lupo Arts is supporting employees to develop as artists by providing training in pottery, sculptures and screen printing.

Through intensive training and collaboration, Monte Lupo artists produce high quality artwork that can be purchased in galleries across the state, including several commercial galleries and the two Monte Lupo Gallery Cafes.

In addition to giving employees an income, it also gives them greater independence, confidence and the opportunity to express themselves through art.

Over the past 12 months, Monte Lupo studio has commenced a workshop program open to members of the public. This provides an opportunity for employees with disabilities to assist in facilitating the workshop, increasing their skills and enabling them to share their artistic talents.

The vision for Monte Lupo Arts is for all employees to gain the knowledge and confidence to move into other employment opportunities.

Michael's story

Michael has always had a love of art. Even at home, Michael practices drawing, particularly self-portraits.

Michael began his journey with Monte Lupo Arts shortly after finishing grade 12 in 2015. Fresh from school, Michael began working across different mediums at Monte Lupo studios.

Through Monte Lupo training, Michael has learned new art skills in pottery, painting and screen printing. An assortment of Michael's artwork is available at the Monte Lupo Gallery Café at Eight Mile Plains. It is Michael's dream to one day have his own exhibition.

Michael is also learning new skills in the cafe. Earlier this year, he began training as a barista. It was his desire to learn new skills outside of art.

Michael has made lots of friends in both the café and studio. He loves his job and is proud that, through working, he can contribute to paying for rent and groceries at home.

Monte Lupo Gallery Café

Monte Lupo Gallery Café is supporting employees by providing training and employment in hospitality. This gives employees greater independence, confidence and the opportunity to gain real industry experience.

In the past year, the Monte Lupo Café at Eight Mile Plains has been refurbished and gained a food licence. The licence gives our employees the opportunity to learn more skills in food preparation.

Our Monte Lupo Cafés are growing in catering and event services. These new avenues provide more training opportunities for our employees.

The Monte Lupo Coffee Carts have also launched this year, with two permanent carts at Capalaba and Sumner Park. Read more about this on page 25.

The vision for the Monte Lupo Gallery Cafés is for all employees to use the skills and knowledge they have acquired, together with increased confidence, to move into other employment opportunities of their choosing.

14,810

COFFEES AND HOT DRINKS WERE SOLD THIS FINANCIAL YEAR

Sold between the Eight Mile Plains and Banyo Monte Lupo Gallery Cafés, and Coffee Carts



MONTE LUPO ARTS & GALLERY CAFÉ

Michael began his journey with Monte Lupo Arts in 2015, working across different mediums at the Monte Lupo Arts studios learning new skills in pottery, painting and screen printing. Earlier this year, he began training as a barista.

Our Staff Organisation Review

Staff Engagement

Multicap values staff and provides a great place to work.

We aim to increase customer satisfaction by attracting and retaining the right staff and ensuring staff development meets customer and organisational needs.

This year, 77% of Multicap staff participated in the Aon Hewitt Best Employers' staff engagement survey. This is an increase from last year and indicates more people are having their say in what we need to stop, start and continue doing.

Multicap's highly engaged staff increased from 15 to 21%, which is above the Australian and New Zealand average.

Overall, the engagement score was 57%.

This year we will focus on four key areas where staff have told us we need to keep improving:

- Communication – employees have the information needed to do their jobs
- Brand – perception that employee expectations have been met
- Performance Management – performance management systems are effective
- Senior Leadership – employees believe leaders are effectively leading and making good decisions

Training

Multicap continues to ensure our staff have the skills required to support our customers. We do this by investing in regular training and career development opportunities. Training is delivered in a number of ways including face-to-face, online and video-conferencing. During the year we have provided 20 hours of training per full-time equivalent (FTE).

Staff numbers

Multicap has experienced growth in job numbers this financial year, with 41 new jobs being created and 22 internal promotions.

USA Scholarships

During the year, two staff, Alex Flugge (featured on page 33) and Joel Guest, were awarded scholarships through AbilityFirst Australia. The scholarships enabled them to visit Easterseals Disability Service Providers in the USA and share our Australian experiences while learning from our American colleagues.

12% ↑

STAFF SURVEY PARTICIPATION

Multicap's staff participation increased from 65% to 77%



OVERALL ENGAGEMENT SCORE

Multicap's overall engagement score for 2017 was 57%

22

INTERNAL PROMOTIONS

2017 Recruitment Highlight

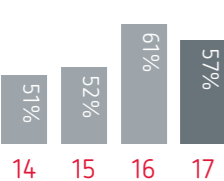
41

NEW JOBS CREATED

2017 Recruitment Highlight

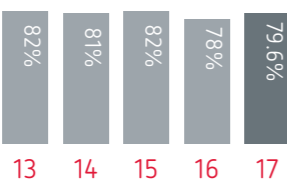
Aon Hewitt

Overall scores



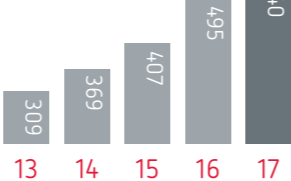
Staff retention

Percentages



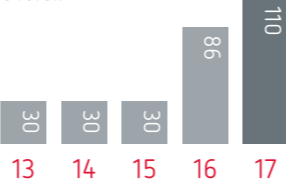
Staff numbers FTE

Number of Full-time employees



Assisted Employee Numbers

Overall



Our Staff Health & Safety

Workers' Compensation

Multicap continues with a strong commitment to effective management of workplace injuries by focusing on proactive early return to work programs and ongoing support for our staff. Our WorkCover accepted claims numbers are below the industry average. Our average claims cost and lost days is also below industry average. Statistics show the days to first return to work after an incident are slightly higher than the industry average. However, Multicap's final return to work percentage was 5% higher than the industry average, at 95.24%. This indicates Multicap is continually improving in injury management and return to work processes. This has a positive impact overall.

Safety and Risk

This year, Multicap's Work Health and Safety incidents involving members of staff are again trending downwards. The number of incidents resulting in lost time has decreased significantly, which is a positive result for the organisation.

Throughout the year we have continued to work through the Injury Prevention and Management Program, in partnership with WorkCover Queensland.

At the start of 2017 we commenced work on simplifying our incident reporting process by purchasing the information management system

RiskMan. RiskMan provides a single incident report form and an online incident recording system with the ability for in-depth reporting capability. The program was designed, built and tested. The system is now being implemented and rolled out across the organisation.

Work continues on the overall Work Health and Safety Management system by simplifying procedures, guidelines and tools to improve the processes in place for the safety of customers and staff.

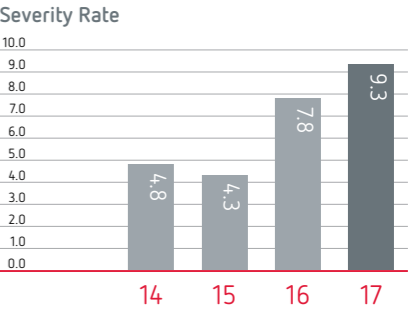
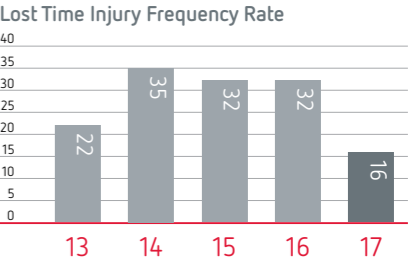
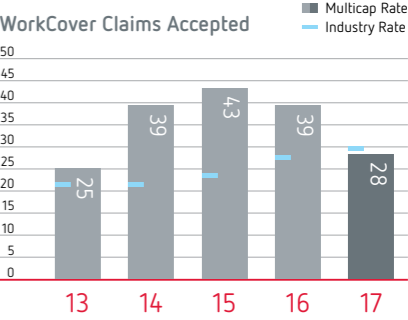
Quality Management

Disability Services are audited under the Human Services Quality Framework. This audit was completed in September 2016. The purpose of the audit was to check that Multicap has satisfied requirements of the Human Services Quality Standards (HSQS). Overall, the report found, with only a few exceptions, very good compliance with HSQS.

The Disability Employment Services are audited under the National Standards for Disability Services – Australian Disability Enterprises (NSDS ADE). The NSDS ADE full audit was conducted in late August 2016 at Rocklea and Eight Mile Plains. The audit report stated that Multicap has an effective, well-managed and mature quality management system. According to the report, Multicap takes a whole of life approach to providing employment opportunities to people with disabilities and provides

a range of supports that have a positive impact on Assisted Employees' ability to sustain their job.

Multicap values the feedback from each of the audits and embraces the opportunities for improvement.



Strategic Plan Status

Target	Comments	Status
Staff Satisfaction Staff turnover is below industry average.	Multicap uses the NDS Workforce Wizard benchmark tool to measure staff turnover. Our staff retention for direct support staff was 96.8% for the Oct-Dec 2016 period, compared with 95% as the benchmark. The next NDS Workforce Wizard data will be completed in August 2017.	On track

● On track ● Caution ● Concern

Our Staff

Feature Stories



Kira Roberts



Alex Flugge



Janice Bailey

Kira Roberts

With Multicap for 10 months

Kira loves coffee. One of the first things you notice about her is her striking sleeve – she has coloured coffee and cartoon tattoos adorning most of her left arm. She even has three types of coffee beans tattooed on her elbow. “That part hurt. The green bean is a raw bean, the light roast bean is used for filter coffee, and the dark roast bean is used for espressos,” she explains.

Kira knows her stuff. Prior to starting with Multicap, she worked as a barista for ten years, with five years in specialty coffee. Although the spritely, blue and blonde haired Job Coach had no previous experience working in the disability sector, Kira brings fresh eyes to the role. This is integral. The rollout of the National Disability Insurance Scheme (NDIS) means it is a whole new ballgame for the sector. “The advantage is you can have a fresh attitude towards the industry,” she said.

Besides, Kira admits being a Job Coach is surprisingly not so different to her previous jobs. “It is chaotic. There is never a dull moment,” the former Sydney-sider said. There is one major difference she loves about the role. “I love the culture and the fact I have art and creatives around me,” she said. Although Kira does not paint herself, she is a creative who enjoys playing the ukulele in her spare time.

But it is her burning passion for coffee that she passes onto her colleagues, who clearly admire her. Kira is one of the newer staff members at Monte Lupo café, having only started in January 2017. In just eight months, she has helped train ten new staff. As well as offering support and training to staff, Kira has learned new skills herself, including better time management.

It's the people that make the job so worthwhile. “I love the strong characters that come through here.

They always have such interesting stories,”

Kira is passionate about creating an enjoyable atmosphere in the café for the staff. “We are always really silly, telling each other jokes and teasing each other but also helping each other out,” she said.

“We are a real team.”

Alex Flugge

With Multicap for 10 years

Alex has been working in the disability sector for ten years. When the fresh faced 18-year old finished high school, he applied to become a Disability Support Worker (DSW) at the Pine Rivers Hub and community access program.

After getting the job, Alex's days were filled with activities including supporting customers at the beach for the day.

Alex couldn't believe his luck. “I got to do so much fun and interesting stuff,” he said. “I wondered how people got paid to do this type of work.”

Alex was exposed to people with disability early in life. Growing up, Alex's parents looked after foster children, including children with special needs. He was always interested in the sector. This was reaffirmed for him when his sister was also employed at the Pine Rivers services.

As a DSW, Alex knew he was on a good wicket. At 18, he was being paid well, loved his job and enjoyed working with his close-knit team. It is one big ‘happy family’ at Pine Rivers.

Linda and Raveena, who initially interviewed Alex and are now Service Managers in our North Coast region, have been a part of the Pine Rivers services for 19 and 16 years respectively. The Service Leader Sharon has been there for 14 years.

Alex is one of the ‘newest’ recruits, with only ten years under his belt. He was promoted to a North Coast Service Manager in 2013. As a Service Manager for North Coast, Alex manages the Pine Rivers and Petrie Hubs, and four supported independent living houses across Caboolture, Morayfield and North Lakes.

“My favourite part of my role is being able to make big impacts in people's lives and assist with creating change.”

This year, Alex participated in a two week staff exchange in the United States. He was one of two Multicap Service Managers who was selected for the Ability First/Easterseals staff exchange program, giving him a unique opportunity to see just how different the disability sector operates in the United States.

“In Boston, they used innovative technology to assist people living independently, which was great to witness,” he said.

Alex said the experience was rewarding.

“In Boston, their exercise program involves walking around the building for half an hour, followed by morning tea and a cleanup. Our Hub activities are much more interactive, action-packed and community orientated. It was a good opportunity to compare and see what programs we do really well.”

Janice Bailey

With Multicap for 23 years

Over the 23 years Janice Bailey has been working in the disability sector with Multicap, she has seen many changes. However, one thing that does not change is her love of the customers.

The 60-year-old started with Multicap in February 1995. Since then, she has been a Disability Support Worker (DSW) and Team Leader at both Runcorn and Apex House. The versatile employee has also worked in Day Services (now known as Hub services) but prefers working in residential housing as it is more personal. “You get to know the customers better here,” she said.

Prior to starting with Multicap, Janice had no experience working in the disability sector. She worked in hospitals before taking 12 years off to raise her children. Janice's mother recommended she get a job with Multicap, as one of her friends worked there. Janice has been with Multicap ever since.

However, she is the first to admit the job hasn't always been easy. The first few weeks were tough. At that point, Janice was working between Apex and Ford House, with ten customers in each house. Eventually, with better government funding, Multicap was able to assist some customers to move into the community. “It gradually got down to seven customers and Apex House is now more of a high-support home,” she said.

Janice has grown with her customers in Apex House. “I have worked with all the customers over the years. With our guys here getting older, their health needs are changing. There is more of a medical side to it now,” she said.

However, it is not just the customers Janice has grown with – she has always been there for her customers' families. Her familiar face brings them peace of mind. Although she only works part-time, families still call Janice to chat to her about how their sons and daughters are doing. “They (the families) know they are well looked after here. They know they can talk to me anytime.”

It isn't just the families that love Janice – the customers do too. “I class them as my family. As soon as you walk through the door, they are happy to see you,” she said. “We are giving them a better life.”

Apex House is Janice's sanctuary. “I love this place – it's a relaxed place. I love the way it is set out. It is my home away from home.”

Our Staff

Organisational Structure



Our Staff

Executive Team



Joanne Jessop
Chief Executive Officer
Qualifications MBA, GAICD
With Multicap since 2006
How have you 'found a way' forward in your life?
"I love a challenge, and this year climbed three mountains in the Scenic Rim. My daily challenge is ensuring our customers live the lives they choose."



Seth Grantley
Chief Operating Officer
Qualifications MBA
With Multicap since 2016
How have you 'found a way' forward in your life?
"My first 12 months in this role has resulted in meeting many great people, and realising I have a rewarding job that allows me to be the father and husband I want to be!"



Fiona Haynes
General Manager Social Enterprises
Qualifications B Fine Arts, Grad Dip Ed (Primary)
With Multicap since 1998
How have you 'found a way' forward in your life?
"A year and a half ago I had emergency surgery on my right eye. Further surgeries have improved my sight but every day is a challenge. The people Multicap supports have many more challenges that they must overcome every day."



Julian Smart
Chief Financial Officer
Qualifications B Bus, CPA
With Multicap since 2011
How have you 'found a way' forward in your life?
"I have found a way forward by helping people in both my work life and personal life. Leading a professional team, making a customer smile or coaching children how to play AFL provides multiple avenues of challenges and fulfilment."



Peter Loughnane
Chief Integration Officer
Qualifications B Health Sc., Grad Certs
With Multicap since 2016
How have you 'found a way' forward in your life?
"Three years ago, my wife and I were blessed with the birth of twin girls. Two years later we welcomed our third child. Life has been incredibly hectic and we have survived three children under three. I wouldn't have it any other way."



Bev Wrona
General Manager People and Culture
Qualifications B Bus HRM, B Bus IRM, Dip Teach
With Multicap since 2007
How have you 'found a way' forward in your life?
"Returning to work after a break of five years was a challenge. I chose to stop working as a manager when my second son was born. Like many mothers in similar circumstances, I had to re-establish my career and juggle family commitments."



Nigel Taylor
General Manager Facilities
Qualifications BSc Human Services
With Multicap since 2013
How have you 'found a way' forward in your life?
"Adjusting your will to focus on the needs of another often creates the way forward for both."



Volunteers Highlights

► VOLUNTEERING – finding ways to connect families

When Susan began volunteering with the Centre of Creative Arts (CoCA) seven years ago, she never imagined she would get so much out of the experience. Volunteering not only gives Susan a unique opportunity to be more active in her daughter Emma’s life, it also gives her peace of mind about her daughter, who is non-verbal.

The chance to spend quality time with Emma, a talented artist at the centre, and her friends has been a life-changing experience for Susan. “Through volunteering, my relationship with Emma went to a whole new level. It has brought us closer, and has opened my eyes to everything she is capable of,” she said.

Volunteering has allowed Susan to be part of a close-knit group of artists that share a passion for creativity and a love of laughter. “It’s so much fun- we’re one big family.” What’s more, Susan gets to see another side to her daughter. “Emma is a different person here. She owns the place – it’s so different to at home,” she said.

Emma, who has been with CoCA since she was 18, is now 26. Susan has watched her and her friends grow into young adults. “I have grown with them,” she said.

Susan, who volunteers every Wednesday, has learned new skills herself, including weaving and making beads and paper from scratch. She assists in a huge variety of projects, including fashion shows, drama shows and art exhibitions.

She actively encourages others to get involved when they have the time, especially parents. “Emma is only this age for a short period and I want to enjoy every moment with her. I have seen her come leaps and bounds in independence over the time at CoCA.” For Susan, volunteering with CoCA is a rewarding experience. “As long as I am able I just can’t imagine not doing it,” she said.

12,000 
ON AVERAGE, WE HAD
OVER 12,000
VOLUNTEER HOURS
IN 16/17

1010 
ON AVERAGE, WE HAD
1010 VOLUNTEER
HOURS PER MONTH

\$310K
THE VALUE OF VOLUNTEER
CONTRIBUTION IN 16/17 WAS
JUST UNDER \$310,000.*
*based on \$24.92 per hour

19%
MORE CORPORATE GROUP
VOLUNTEERING DAYS
A total of 21 days in 16/17
compared to 17 in 15/16

Corporate Services Marketing & Media

Marketing at Multicap provides a customer service function ensuring the right tools are available to achieve success. Consistency and quality are applied across all our brands ensuring the Multicap brand is visible and present in an NDIS driven market.

We create a highly professional and welcoming customer experience, consistent across all our service locations. We provide staff the right communication tools enabling them to support customers each and every day.

Multicap tried something new before the National Disability Insurance Scheme (NDIS) rollout in the Toowoomba region by using billboards, radio and letterbox drops to introduce people with disabilities and the people they choose to involve in the decision-making process to our organisation.

Our message was ‘Where there’s a will we’ll find a way.’ This let people with disability know how Multicap can support them to achieve goals in their lives.

In 2016, we launched a new Multicap website. In continuing to live our person-centred approach, we ran consultations with existing and potential customers to assist in designing the website and its content.

Corporate Services Fundraising & Grants

Grants: 1 July 2016 – 31 June 2017

Grant from	Grant for	Amount
Brisbane City Council – Community Service Obligation Fund	City Hall FashionAble 2016 event	\$1278
Brisbane City Council – Lord Mayor’s Suburban Initiative Fund	Southside Festival	\$2200
Brisbane City Council – Community Support Funding Program	Council Rates Rebate	\$9,558
Department of Communities, Child Safety and Disability Services – Community Events	Disability CreateAbility Showcase	\$1660
Department of Social Services – Australian Disability Enterprises	Case Management	\$20,286
Gambling Community Benefit Fund – Round 89	Monte Lupo Workshop Renovations	\$31,455
Gambling Community Benefit Fund – Round 89	Social Support North Brisbane Equipment	\$2,273
Gambling Community Benefit Fund – Round 90	Uniforms - Multicap Social Support Toowoomba	\$1260
Gambling Community Benefit Fund – Round 90	Multicap Carseldine Respite – Fence Replacement	\$8000
Gambling Community Benefit Fund – Round 90	Multicap Robina Respite – Bathroom Upgrade	\$17,591
Gambling Community Benefit Fund – Round 91	Multicap Mackay Hub – Equipment and Games	\$9528
Skilling Queenslanders for Work	Community Work Skills	\$119,900

Corporate Services

Fundraising & Grants cont.

Major Donors and Corporate Partnerships

Multicap receives contributions, large and small, from both individuals and organisations. Every contribution makes a real difference in the lives of people with disability. We would like to thank our generous major donors this year.

Tina Artes
Lyndall Board
Colin Calvert
Edwin & Katherine Codd
Dowling Family Foundation
Glen Easlea
Tina Emmi
The Flannery Foundation
Hans Gottlieb
Mark Hayward
Dr Neil Heather
Ian & Christine Highet
Sharon Hine
Margaret and Michael Horwood
J.J Richards & Sons Pty Ltd
Miriam Ruth Lee
Lions Club of MacGregor
Dr Roger Livsey
Rosemary Locke
Rohan McCaul
Arthur Powell
QBE Insurance
Bronwyn Smyth
The Stoddart Group
David Swales
Justine Ward
Westfield Garden City
Andrew Yik

Bequests

We are grateful to the following people who left generous gifts as part of their Estates including \$214,522 from the late Vera Burden, \$18,967 from the late Dorothy Ellen Harris, \$10,000 from the late Leonard Sydney Watson and \$10,000 from the late Edna Elizabeth Geary.

Partnerships

We are sincerely grateful for the support from our donors, partners, volunteers and supporters. Every contribution, large or small, helps us to continue providing the very best service to our customers in all ways and always.

In October 2016, nearly 150 people enjoyed an afternoon of fashion in Brisbane City Hall for FashionAble 2016. This was the second year of FashionAble, which aims to celebrate ability and diversity through fashion. Multicap customer and rising media star, Georgia Knoll opened the parade which was compered by Di Cant, who kindly donated her time to help make this event a success. This event would not have been possible without the support of our sponsors Michael Hill, Sharman Property Services and AVA Vehicle Solutions. We also thank our designers, many of whom provided a garment for our raffle and auction. Thank you also to our stylists and the many volunteers from Multicap and beyond who gave their time so generously.

In late 2016 we made a decision to close our lotteries program as it was resource intensive and we wanted to focus our efforts on developing personal relationships with our

donors and partners. We have had thousands of loyal supporters through our lotteries program over the years and we thank you very much for your ongoing support.

In December 2016, Multicap was again invited to participate in Westfield Garden City's gift wrapping fundraising campaign. A different approach was taken, with Multicap and the Lions Club of Macgregor having two dedicated gift wrapping stations instead of one shared station. The campaign was the most successful one to date, and was the second most successful in Australia!

Thank you to our major sponsor Westfield Garden City, who matched the earnings dollar-for-dollar. A total of \$18728 was raised for Multicap's Averages program, with the MacGregor Lions receiving the same amount. This was a 62.6% increase on the previous year's result.

Thank you to Westfield Garden City and the Lions Club of MacGregor for helping us make this event so successful.

Throughout the year, Multicap received more than \$630,500 in donations through our corporate partners, major donors, appeals, regular giving and bequests programs. These funds were distributed throughout Queensland to ensure we are providing the services and programs that best meet the needs of our customers and their loved ones.

Corporate Services

Systems & Infrastructure

Systems

While no one can accurately predict the digital technology of the future, part of our systems approach is having the right capability in place to drive rapid organisation adoption of new tools, stay current with customer adoption of new digital channels and embrace new technologies that give us greater actionable insight and increase our efficiency.

We have developed an IT roadmap over the past year, and divided the ICT portfolio into three: enterprise software, applications and infrastructure.

In the past 12 months, the issue of cyber security has increased and, in response, the systems team asked an external party to review and test Multicap's current cyber security measures. We passed with flying colours.

The organisation also focused on improving integration to enable a greater ability to share information and produce better reporting to support decision makers, and improve our customer service.

Lastly, systems introduced a new service desk system, which has been implemented across the organisation. Each department can track requests for assistance, run activity and performance reports and ensure requests are resolved in a timely manner.

Systems is now looking at how to best use Cloud technology, including Multicap emails being moved to the cloud on Office 365. Furthermore, systems is building a single view of the customers that will improve decision making and understanding of customers and staff.

Systems continues to put customers at the forefront of everything they do. This includes supporting staff, who use systems and technology to support our customers. We continue to work on efficiencies to bring costs down while researching current and future customer needs.

Infrastructure

Multicap needs to provide affordable and accessible housing, Hubs and transport for our customers.

Multicap is increasing its geographic footprint across Queensland and into northern New South Wales. We currently support people in over 80 different accommodation locations, as well as from the Hubs and respite facilities. This year, Multicap has established a new Mackay Hub and constructed four fully-accessible units in Rockhampton. This is to ensure a wide range of support and service choices are available to our increasing customer base.

Furthermore, in response to increasing assisted employment opportunities, we've designed and constructed the new Capalaba Laundrette, which opened on time and within budget.

Additionally, we have helped with the development of Multicap Housing.

➔ Read more about the benefits of Multicap Housing on page 17.



Rockhampton units

Board of Directors

At the 2016 Annual General Meeting (AGM), a new constitution was adopted in line with Multicap's strategic direction into the future, allowing for up to four elected directors and three appointed directors.

The elected directors are nominated by members for three year terms. Each year at the November AGM, one-third of the directors retire from office and are eligible for re-election.

At the end of the financial year 2016/2017, the Multicap Board consisted of three elected directors and three appointed directors, with one elected director vacancy, as Harry Carrick resigned in February 2017.

The Multicap Board is tasked with ensuring sound governance practices are in place. The Board meets monthly to discuss governance issues, review performance against agreed measures and consider the impact of changes on the external and internal environments. The work of the Board is supported by four committees.

Constitution

Multicap is a not-for-profit company limited by guarantee under the Corporations Act 2001 (Cth).

Multicap is a Public Benevolent Institution (PBI) and is endorsed as a Deductible Gift Recipient (DGR) with the Australian Taxation Office.

Multicap is registered as a Charity with the ACNC.

Elected directors



Christopher Perkins BBus MBA FCPA GAICD

Chris has been a member of the Multicap Board since 2012. He has extensive experience in business and is currently the Chief Financial Officer (CFO) of DevCorp Pty Ltd and Habitat Early Learning Centres Pty Ltd. Previously, he has held senior executive positions in the utilities and health sectors. His professional qualifications include Fellow of Certified Practising Accountant's and a Graduate of the Australian Institute of Company Directors.



John Gallimore BA LLB(Hons) FANZCN MAICD

John has been a member of the Multicap Board since 1997. He is a former long-time partner now Consultant to legal firm Allens Linklaters and its predecessors in Brisbane. John is also a Director of Brisbane Housing Company Limited, a charity providing and developing new social and affordable housing.



Anna-Maree Shaw BBus, BVisualArt, MBA GAICD

Anna-Maree has been a member of the Multicap Board since 2015. She has over 20 years' experience in customer and product strategy, brand portfolio management, e-commerce, digital marketing, loyalty programs, CRM, business development and IT.

Appointed directors



David Eades MBA LFAPI MAICD

David was a member of the Multicap Board from 2004 to 2016. He was subsequently appointed to the position of interim Chair by the elected directors in February 2017. David is an experienced CEO and company director who has over 30 years' experience on commercial and not-for-profit boards, mainly in the human services sector.



Michael Roche BCom(Hons), MCom Hons), Hon Doctor of Business, GAICD

Michael was appointed to the Multicap Board in February 2017 and became the Chair in September 2017. He has years of experience in senior policy and commercial roles in the private and government sectors, including over eleven years as Chief Executive of the Queensland Resources Council. He has been a Director and Investment Committee Chair for industry superannuation fund Mine Super and is currently a Director and Risk and Audit Committee Chair for WorkCover Queensland, the government-owned workers compensation insurer. He also is a strategic adviser to Queensland's largest law firm McCullough Robertson.



Angela Tillmanns MBA GAICD

Angela was appointed to the Multicap Board by the elected directors in May 2017. Angela has extensive experience in the disability sector. She is a Director of Access Arts and Chair of the Queensland Maritime Museum. Prior to working in the community sector, Angela worked in the Federal Government in the design and implementation of human service systems.

Corporate Governance

Performance

- Multicap monitors and reports on the organisation's performance in a number of ways including the Annual Report and relevant contractual and compliance reports.
- The Client Outcomes Committee (page 42) and the Property Committee (page 42) both review performance.

Effectiveness

- The Multicap Board takes a skills based approach to Board and Committee membership.
- Multicap Directors are provided with annual membership of the Australian Institute of Company Directors to assist them in professional development. They also attend relevant Australian Institute of Company Directors (AICD) courses.

Quality

- Multicap is required to maintain quality certification as part of our contractual arrangements with State and Federal Governments.
- Multicap uses the Institute for Healthy Communities Australia (IHCA) to certify under Joint Accreditation System of Australia and New Zealand (JAZANZ) standards.
- Multicap successfully completed the Human Services Quality Framework audit in September 2016.
- Multicap's audit against the National Standards for Disability Services (NSDS) was completed in September 2016.
- Outputs are independently audited by HLB Mann Judd.

Risk

- Multicap has a Risk Management Framework in place that is adaptive to changing internal and external factors, manages significant risks appropriately and has logical steps, processes and structures in place.
- The Finance and Audit Committee (page 43) and the Risk and Compliance Committee (page 42) both review and monitor risk.
- Multicap has a full-time Risk Manager who works with staff to minimise risk. Multicap uses Comsure to assist in all insurance requirements as part of risk mitigation.

Strategy

- The Multicap Board set the strategic direction by formulating and approving the Multicap Strategic Plan 2016-2021.
- The Strategic Plan was then passed to the CEO and Executive Managers for implementation.
- The Board and the CEO have a role in overseeing the monitoring and reporting of agreed actions.

Strategic Plan Status

Target	Comments	Status
Asset Utilisation Assets will be assessed using ROA measures.	Financial models have been built to assess and make decisions on new construction projects. Year To Date (YTD) July 2016-June 2017 Return On Assets (ROA) is 5.86% with the target being 5%.	●
Financial Status Earnings Before Interest, Taxes, Depreciation and Amortization (EBITDA) is greater than or equal to 5%.	The July-June 2017 EBITDA is 4.72%. The budget target for the same period is 5.44%.	●

● On track ● Caution ● Concern

Committee Reports

Risk & Compliance Committee

The Committee assists Multicap's Board of Directors in fulfilling its oversight responsibilities for systems of internal control, risk management, governance, and processes for monitoring compliance with laws, regulations and codes of conduct.

The Committee consists of Board Directors and co-opted members, to complement scheduled meetings during the year. Informal discussions were held with management on significant matters as needed. Significant matters are discussed at a whole of Board level.

During the year, the Committee continued to focus on enhancements to Multicap's internal control, and risk management and compliance systems, largely through meetings with management and reviews of third-party reports.

The Committee reviewed the organisation's risk management framework and considerable work has been undertaken to update the risk register. In the coming year, management of the risk register will be enhanced by use of the software program RiskMan.

The Committee has received support and cooperation from management, and has monitored implementation of various enhancements seeking to support the achievement of Multicap's objectives.

Anthony Oostenbroek
BCom (Hons) LLB CA MAICD | Chair

Property Committee

The Multicap Property Committee supports the Board of Directors in managing and developing Multicap's property portfolio to meet the increased and changing needs for

suitable properties. This is to allow Multicap to deliver an expanded range of high-needs disability services.

Supported by continued capital funding from the Queensland State Government and generous donations from individual donors, Multicap continues developing a range of properties to support our customers and services.

Four new one-bedroom units were completed at Jardine Street, Rockhampton, providing accessible and sustainable accommodation for people with disability residing in residential aged care or public health facilities.

Construction is nearing completion on the redevelopment works at West Street, Toowoomba, which will provide a base for Multicap's services in the area, as well as accommodation and respite facilities.

Work has progressed on Multicap's plan to build two houses at Finucane Road, Alexandra Hills, with design and town planning approvals for the development underway.

The Property Committee continues to support Multicap in delivering a growing range of disability services to customers and their families throughout Queensland.

Harry Carrick
FRICS MAICD | Chair (until 23.2.17)

Client Outcomes Committee

During the 2016/2017 year, the Committee progressed its objectives, meeting 12 times under the leadership of Mary Hourigan-Mackinnon and Anna-Maree Shaw.

The Committee accesses expertise from professionals in relevant fields such as academia, contemporary disability practice and service delivery

models, as well as gaining valuable input from Multicap's customers, their families and their representatives.

The Committee assists the Board in fulfilling its oversight responsibilities for the quality of service provided to customers, with the intention that Multicap achieves quality outcomes and high satisfaction with both customers and their representatives.

The Committee reviews and makes recommendations to the Board in respect of:

- The expectations of customers and families, particularly as Multicap transitions into the NDIS;
- Improving quality of life for customers;
- Optimising customer outcomes and achievement of goals;
- Strategies to minimise adverse incidents and complaints;
- Management of customer health;
- Optimising feedback from the local area advisory committees;
- Potential new service opportunities;

This year, the committee focused on five key areas that drive strategic thinking and actionable change.

1. Research

The Committee reviewed internal and external research reports to better understand market changes and support demand, and applied these insights when considering customer focused strategies that lead to improved services. It was insightful for the Committee to hear directly from a family in Mackay about their successful transition into the scheme and the effectiveness of the support Multicap provided. Learnings from early transition areas are being applied to other areas with the aim to ensure

this experience is optimised for all customers and their families.

2. Communications

Feedback from customers and stakeholders continues to inform the continuous improvement of Multicap's communication processes and the Committee provided valuable input into Multicap's updated Customer Engagement Framework. The committee provided guidance to ensure that feedback is captured for the organisation to action at the most appropriate level ensuring continuous improvements to the customer experience.

3. Health and Well-being

The Committee considered ways the organisation can keep abreast of best practice in encouraging our customers to stay fit and healthy and supporting them to follow annualised routines for health care (e.g. dental and doctor) checks based on life stage.

4. Risk management and analysis

The Committee reviewed and provided guidance on the improvements made during the year in the areas of customer incident reporting, ensuring the Board continues to meet its governance requirements in this important area. ICT systems enhancement, including the introduction of the Riskman program, will further enhance reporting in this area.

5. Policy Review

The organisation is modernising and simplifying its Policy Framework. The Committee assisted by reviewing and providing input on key customer policies prior to them being approved by the Multicap Board.

The Committee continues to support Multicap's sole purpose of enhancing the quality of life of people with disabilities and their families, and looks forward to working collaboratively over the coming year. Thank you to all Committee members for their valuable contribution.

Anna-Maree Shaw
BBus, BVisualArt, MBA GAICD | Chair

Finance & Audit Committee

The Finance Committee assists the Board of Directors in the discharge of their duties with regards to the stewardship and management of Multicap's financial affairs and the external audit process. In particular, the Committee regularly monitors the financial performance of the organisation against the approved strategic and business plans.

The Committee is comprised of Board Directors and co-opted members. The Chief Executive Officer (CEO) and the Chief Financial Officer (CFO) are invited to the monthly Finance Committee meetings at the discretion of the Committee.

The responsibilities of the Committee include: providing financial direction and advice to the Board, providing advice and assistance to the CEO and CFO in matters of financial management, establishing financial goals and objectives, establishing finance-related policies, assessing the annual budget and analysing interim and annual financial reports. The Committee also works closely with Multicap's independent external auditors to ensure the nature and extent of their audit procedures provide sufficient and appropriate assurances regarding Multicap's financial activities and position.

The operating business performance and earnings outlook remains consistent with strategic objectives and performance expectations of the company.

The Committee continues to monitor and provide pertinent advice to management in relation to the ongoing implementation of the National Disability Insurance Scheme. As the organisation continues to execute the 2016-2021 Strategic Plan, the Committee will monitor the organisation's performance against financial strategic targets.

Chris Perkins
B Bus MBA FCPA GAICD | Chair

Auditor's Independence Declaration under s.307C of the Corporations Act 2001 to the Directors of Multicap Limited

We declare that, to the best of our knowledge and belief, there have been no contraventions of any applicable code of professional conduct in relation to the audit of the financial report of Multicap Limited for the year ended 30 June 2017.

HLB Mann Judd

HLB Mann Judd
Chartered Accountants

A B Narayanan

A B Narayanan
Partner

Brisbane
20th September 2017

Directors' Declaration per section 60.15 of the Australian Charities and Not-for-profits Commission Regulation 2013

The Directors of the Company declare that in the Directors' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable;
- the financial statements and notes satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012; and
- the financial statements and notes give a true and fair view of the company's financial position as at 30 June 2017 and of its performance for the financial year ended on that date.

Signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profit Commission Regulation 2013.

Michael Roche

Michael Roche
Chair

Chris Perkins

Chris Perkins
Director

Brisbane
20th September 2017

Discussion & Analysis

For the year ending the 30th of June 2017, Multicap has recorded an operating surplus of \$724,957. This is compared to an operating surplus of \$1,067,250 for the previous year. This year's surplus represents 1.64% of operating revenue (2016: 2.62%). It is required to fund capital expenditure, which is generally not funded from recurrent government grants, and to provide a buffer for any unexpected business pressures.

Multicap's total surplus, after recognising non-operating revenues, is \$1,777,049. This includes the addition of \$1,165,568 in capital grants, primarily used for the completion of Jardine Street, Stage 2.

Key items

Multicap has continued to grow during the year with the expansion of our core services in Queensland, particularly in north Queensland and the south-east Queensland regions. We have also expanded the number of Social Enterprises providing employment opportunities for people with disability. We have continued to invest in infrastructure to provide services to customers (directly or indirectly) and continued to maintain and improve our existing facilities. The roll out of the NDIS has seen increased investments in systems and people to manage the new funding arrangements.

Operating revenue has increased to \$44,155,340 (2016: \$40,721,975) or 8.4%. The company continued to receive

indexation (3.34%) from the Queensland Government. This assisted in funding the Multicap Enterprise Bargaining Agreement wage increases, and the recurrent funding increased by 8.7% due to new services being provided. New revenue streams from the NDIS have replaced existing Queensland Government recurrent grants due to the transition of customers to the NDIS in the Mackay and Toowoomba regions. Non-grant revenue achieved minor growth with the closure of our lotteries program in the first quarter and the company focusing on other sources of fundraising revenue to help improve services to our customers.

Our overall expenditure increased to 98.4% (2016: 97.4%) of revenue with employee costs being the largest component. Our growth in services has contributed to our overall employee costs increasing by 10% compared with 2016. This reflects the company's business in service delivery. Our employee costs, as a percentage of revenue, has increased slightly overall but remains an acceptable 77% of revenue. Multicap continues to ensure services are delivered in the most cost effective manner without compromising on quality. We are prepared, where required, to invest in systems and processes that will deliver improved service delivery in the future.

Multicap continues to invest in facilities, with increased expenditure across our sites. This includes the purchase of new assets and planned proactive

maintenance programs. We have invested in modern facilities for customers, including leasing a number of locations used for the delivery of day activities in a number of regions. Other expenses have increased to \$1,360,253, up to \$870,229, with a number of one-off costs in relation to governance, service quality, new service opportunities for customers and increased investment in systems.

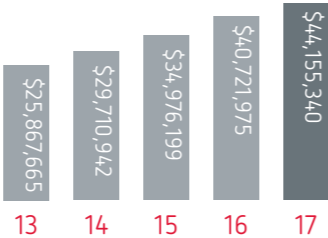
Multicap's statement of financial position continues to remain strong. Our cash position has decreased slightly during the year to \$6,537,474 (2016: \$7,071,410). This reflects investment in completion of projects. Our current assets exceed our current liabilities by \$3,022,677. This is up from \$2,406,402 in the previous year. The value of our property, plant and equipment has increased to \$23,982,164 (2016: \$23,010,582) primarily driven by the completion of Jardine Street Stage 2 units in Rockhampton. Multicap continues to invest in new and replacement assets with over \$300,000 added in equipment, \$200,000 in motor vehicles and \$250,000 invested in leased facilities during the financial year.

Net cash provided from operating activities improved to \$2,134,893 (2016: \$1,944,015). Multicap continues to use cash generated from operations to cover the net spend on planned investing activities and repayment of borrowing, resulting in a decrease in cash of \$533,934 to close the year with balances of cash held to \$6,537,476.

Operating Revenue

Increased to \$44,155,340 in 2017 from \$40,721,975 in 2016 or by 8.4%.

➡ For more information view the income statment page 47.



Independent Audit Report on Accuracy of Management's reporting to the Disability Services National Minimum Dataset (DS NMDS). HLB Mann Judd conducted an audit of Multicap's compliance with statutory reporting to the Disability Services National Minimum Dataset (DS NMDS). HLB Mann Judd measured management's internal processes and records to give assurance the data reported to the DS NMDS is accurate and complete from 1 July 2016 to 30 June 2017. Multicap has complied, in all material respects, with the statutory reporting requirement to the DS NMDS as measured by management's internal processes and records for the period from 1 July 2016 to 30 June 2017.

Directors' Report

Directors

The Directors, of Multicap Limited at any time during the financial year are:

▲ The Directors present their report on Multicap Limited for the financial year ended 30 June 2017.

Name	Qualifications and Responsibilities	Service (in years)
Current at 30 June 2017		
Michael Roche (appointed 22nd February 2017)	BCom(Hons) MCom (Hons) Hon Doctor of Business GAICD Member of the Client Outcomes Committee	1
Christopher Perkins	BBus MBA FCPA MAICD Chair of Finance & Audit Committee	5
John Gallimore	BA LLB(Hons) FANZCN MAICD Member of Risk & Compliance Committee Member of Property Committee	20
David Eades	MBA LFAPI MAICD Member of Property Committee	13
Anna-Maree Shaw	BBus BVisual Art MBA GAICD Chair of Client Outcomes Committee	2
Angela Tillmanns (appointed 24th May 2017)	MBA GAICD	1
Past Directors who served during the year		
Prof John McAuliffe AM (resigned 18th November 2016)	LFAPAI FAIB ACTCB MAICD Chair Member of Property Committee Member of Risk & Compliance Committee	11
Anthony Oostenbroek (resigned 18th November 2016)	BCom(Hons) LLB CA MAICD Chair of Risk & Compliance Committee Member of Finance & Audit Committee	10
Stewart Douglas (resigned 18th November 2016)	CA MAICD Member of Finance & Audit Committee	7
Mary Hourigan-Mackinnon (resigned 18th November 2016)	RN RM BMSc (Nursing) Chair of Client Outcomes Committee	11
Harry Carrick (resigned 23rd February 2017)	FRICS FAIQS MAIPM MAICD Chair of Property Committee	8

Directors' Meetings

The number of Directors' meetings, (including committee meetings) and the number of meetings attended by each of the Directors of Multicap Limited during the financial year are:

Name	Board Meetings		Finance & Audit Committee		Risk & Compliance Committee		Property Committee		Client Outcomes Committee	
	A	B	A	B	A	B	A	B	A	B
Prof John McAuliffe AM	4	3	-	-	2	1	1	1	-	-
Christopher Perkins	10	8	10	8	1	1	-	-	-	-
John Gallimore	10	9	1	1	4	4	1	1	-	-
David Eades	9	6	-	-	-	-	1	-	-	-
Anthony Oostenbroek	4	3	4	1	4	4	-	-	-	-
Stewart Douglas	4	4	10	3	1	1	-	-	-	-
Mary Hourigan-Mackinnon	4	2	-	-	-	-	-	-	3	2
Harry Carrick	6	6	-	-	-	-	1	1	-	-
Anna-Maree Shaw	10	9	-	-	-	-	-	-	10	8
Michael Roche	5	5	1	1	-	-	-	-	3	2
Angela Tillmanns	3	2	1	1	-	-	-	-	-	-

A - Number of meetings held during the time the director held office during the year. B - Number of meetings attended.

When required the Board will create committees to delegate tasks. During the year the Nominations Committee continued to review applicants for vacant Board positions. This Committee reported back to the Board. Committee terms of reference and responsibilities were reviewed with the following changes occurring during the year:

- Finance Committee changed to Finance & Audit Committee
- Audit & Risk Management Committee changed to the Risk & Compliance Committee.

Principal Activity & Objectives

As reflected in the organisation's constitution, Multicap's sole purpose is to enhance the quality of life of people with disabilities and their families. The principal activity during the year to achieve this was to provide support services through the following programs:

- Hub Services
- Accommodation
- Respite Services
- Social Support
- In home Support
- Social Enterprises
- Supported Employment

Multicap's vision is to be the leading source of creative and sustainable support options for people with disabilities, particularly those with high and complex needs. To achieve this vision the organisation has implemented its new strategic plan to achieve its stated vision with the following six strategic capabilities:

- Our approach is always centred around the person
- We are integrated into our local communities
- Our growth is sustainable
- We are an employer of choice
- Our systems and processes are streamlined

- We have disciplined financial and capital management

Strategic capabilities and relevant targets are reported in more detail throughout the Annual Report.

Key Performance Measures

Multicap Limited measures its own performance through the use of both quantitative and qualitative benchmarks. These benchmarks are used by the Directors to ensure Multicap delivers on its vision and to assess the financial sustainability of the company. Key performance measures are reported throughout the Annual Report.

Results

The company recorded an operating surplus of \$724,957 in the current financial year compared to an operating surplus of \$1,067,520 in the previous year.

Revenues for the current financial year grew by \$3,433,365 from \$40,721,975 to \$44,155,340. Factors driving revenue growth include expansion of services, indexation from the State Government, NDIS revenue and new customers accessing our core services.

Employee costs increased \$3,144,488 to \$34,033,620 which is in line with the expansion of services and Enterprise Agreement increases. The majority of new employees are due to the increase in services, less reliance on contractors and an increase in roles required for the ongoing management of the National Disability Insurance Scheme roll out throughout Queensland.

Expenses have increased with the investment in service delivery, project costs with the implementation of improved IT systems and business processes, costs of business reviews and increased marketing and communication costs in the preparation for the full roll out of the National Disability Insurance

Scheme. The organisation continues to maintain its existing assets and invest in new assets for the benefit of the organisation.

Multicap's operating surplus represents 1.64% of operating revenue (2016: 2.62%) and is required to remain sustainable in the future and to help fund capital expenditure which is typically not funded from recurrent government grants. Our strategic aim is to achieve an EBITDA of 5% of revenue over the five year plan. The EBITDA result for 2017 is 4.67% of operating revenue (2016: 5.87%).

Multicap's net surplus after recognising non-operating items is \$1,771,049 (2016: \$4,479,133). Non-operating revenues include non-recurrent government capital grants offset by non-operating expenditure.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2017 has been received and is included in the financial report.

Signed on behalf of the Board in accordance with a resolution of Directors.

m Roche

Michael Roche
Chair, Brisbane
20th September 2017

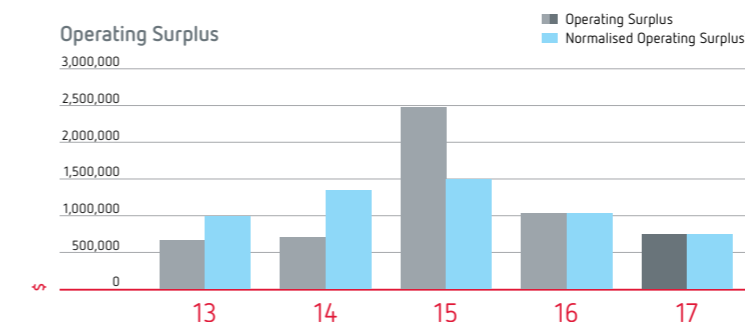
C B Perkins

Chris Perkins
Director, Brisbane
20th September 2017

Statement of Comprehensive Income

for the year ending the 30th June 2017

Notes	2017 \$	2016 \$
Operating revenue		
Grant revenue	2 36,588,809	34,931,424
NDIS	2 1,764,535	-
Other revenue	2 5,801,996	5,790,551
Total operating revenue	44,155,340	40,721,975
Operating expenditure		
Employee benefits expense	34,033,620	30,889,132
Property and utility expenses	2,449,434	2,122,252
Consumables and provisions	1,400,957	1,273,476
Contractors remuneration	1,033,470	1,185,450
Direct fundraising costs	196,356	337,053
Insurance and workers compensation	865,577	878,781
Transport expenses	548,762	548,925
Other expenses	1,360,253	870,229
Finance costs	51,649	71,127
Bad and doubtful debts	3 37,652	36,000
Depreciation, impairment and amortisation expense	3 1,452,653	1,442,030
Total operating expenditure	43,430,383	39,654,455
Surplus for the year on operating activities	724,957	1,067,520
Non-operating activities		
Revenue		
Capital grants	2 1,165,568	844,090
Gain on business combination	2 -	2,689,766
Total non-operating revenue	1,165,568	3,533,856
Expenditure		
Grant expenditure	119,476	122,243
Total non-operating expenditure	119,476	122,243
Surplus for the year	1,771,049	4,479,133
Other comprehensive income		
Items that will not be reclassified subsequently to profit or loss	-	-
Items that will be reclassified subsequently to profit or loss when specific conditions are met	-	-
Total comprehensive income	1,771,049	4,479,133



*The operating surplus for 2014/15 is \$2,478M. \$977,115 in supplementary funding was received that relates to financial years 2013 and 2014. For information purposes the surpluses for these years have been normalised to highlight the effect on of the supplementary grant.

Statement of Financial Position

for the year ending the 30th June 2017

Assets

Current assets

	Notes	2017 \$	2016 \$
Cash and cash equivalents	4	6,537,476	7,071,410
Trade and other receivables	5	1,197,632	628,046
Inventories		47,960	75,028
Prepayments		239,329	362,832
Total current assets		8,022,397	8,137,316

Non-current assets

Property, plant and equipment	6	23,982,164	23,010,582
Intangible assets	7	371,800	379,679
Total assets		32,376,361	31,527,577

Liabilities

Current liabilities

Trade and other payables	8	1,487,508	1,446,902
Borrowings	10	133,858	289,746
Provisions	11	2,521,015	2,204,747
Grants received in advance	9	857,339	1,789,519
Total current liabilities		4,999,720	5,730,914

Non-current liabilities

Borrowings	10	395,708	525,075
Provisions	11	409,475	471,179
Total non-current liabilities		805,183	996,254

Total liabilities

		5,804,903	6,727,168
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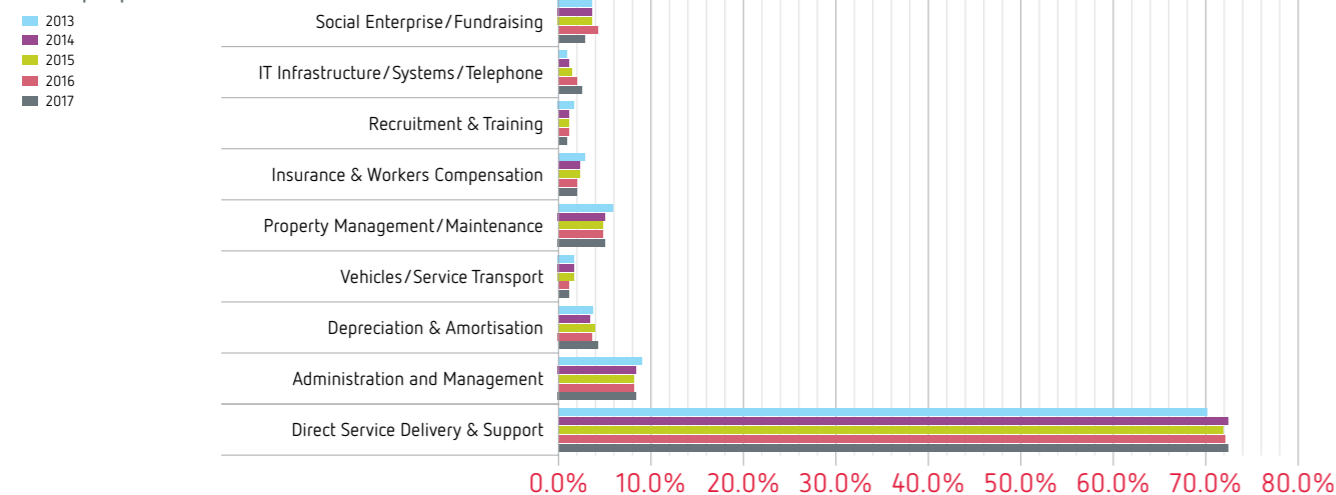
Net assets

		26,571,458	24,800,409
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Equity

Retained surplus		26,571,458	24,800,409
Total equity		26,571,458	24,800,409

Multicap Expenses



Statement of Changes in Equity

for the year ending the 30th June 2017

Balance at 1 July 2015

Comprehensive income

Surplus for the year	4,479,133	4,479,133
Other comprehensive income for the year	-	-
Balance at 30 June 2016	24,800,409	24,800,409

Comprehensive income

Surplus for the year	1,771,049	1,771,049
Other comprehensive income for the year	-	-
Balance at 30 June 2017	26,571,458	26,571,458

Statement of Cash Flows

for the year ending the 30th June 2017

Cash flows from operating activities

Receipts from government operating grants	39,360,387	37,396,305
Receipts from customers and members	4,423,244	4,753,591
Receipts from fundraising activities	633,175	873,682
Receipts from NDIS	1,764,534	-
Payments to suppliers and employees	(44,145,123)	(41,161,871)
Interest received	151,013	158,199
Finance costs paid	(52,337)	(75,891)
Net cash provided by operating activities	2,134,893	1,944,015

Cash flows from investing activities

Proceeds from sale of property, plant and equipment	295,685	71,535
Receipts from government capital grants	483,368	1,485,846
Payment for property, plant and equipment	(2,968,429)	(3,096,533)
Payment for Intangible assets	(74,721)	(33,774)
Cash acquired through business combination	-	731,196
Capital Expenditure	(119,476)	(122,239)
Net cash used in investing activities	(2,383,573)	(963,969)

Cash flows from financing activities

Repayment of borrowings	(285,254)	(329,290)
Proceeds from borrowings	-	638,244
Net cash used in financing activities	(285,254)	308,954

Net (decrease)/increase in cash and cash equivalents

	(533,934)	1,289,000
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Cash and cash equivalents at beginning of year

	7,071,410	5,782,410
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Cash and cash equivalents at end of year

	6,537,476	7,071,410
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Financial Notes

Note 1: Statement of significant accounting policies

Corporate information

Multicap Limited ("the organisation") is a not-for-profit organisation, incorporated as a public company limited by guarantee and is domiciled in Australia. The organisation provides sustainable support options for people with multiple disabilities and challenging and complex behaviours and their families and carers in Queensland. The registered office is located at 269 Padstow Road, Eight Mile Plains, Qld 4013.

Basis of preparation

Multicap Limited applies the Australian Accounting Standards - Reduced Disclosure Requirements as set out in AASB 1053: Application of Tiers of Australian Accounting Standards and AASB 2010.2: Amendment to Australian Accounting Standards arising from Reduced Disclosure Requirements.

The financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements of the Australian Accounting Standards Board (AASB) and to meet the requirements of section 60.40 of the Australian Charities and Not-for-profit Commission Regulation 2013 (ACNC Regulation).

Australian Accounting Standards set out accounting policies that the Australian Accounting Standards Board has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions to which they apply. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless otherwise stated.

The financial report was approved by the Directors on 20 September 2017.

The financial report, except for the cash flow information, has been prepared on an accruals basis, is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The organisation is a not-for-profit entity, therefore the terms "profit" or "loss" do not appropriately describe the nature of the organisation's activities. Accordingly the words "Surplus/(Deficit)" have been substituted for the terms "Profit/(Loss)".

The financial statements are presented in Australian Dollars and have been rounded to the nearest dollar.

When required by Accounting Standards or for clarity, comparative information has been reclassified to achieve consistency with the current financial figures and other disclosures.

Economic Dependency

The organisation receives a significant portion of its operating revenue in the form of grants from the Queensland Government for the funding of services.

Significant accounting policies

The following is a summary of the material accounting policies adopted by the organisation in the preparation of the financial statements. The accounting policies have been consistently applied, unless otherwise stated.

(a) Revenue

Revenue is measured at the fair value of consideration, net of GST, received or receivable by the organisation for the following activities.

Government grants

Revenue from State and Federal government funding is recognised as income in the period in which the organisation provides the related service or acquires an asset for which funding was provided. A significant part of the organisation's funding is from State and Federal government grants to fund services. Where these grants relate to the provision of services, (or the purchase of assets) and the grants stipulate conditions which must be met before funding can be utilised, they are reported as a liability in the statement of financial position.

When grant revenue is received whereby the organisation incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

Non-reciprocal grant revenue for the acquisition of assets is recognised in the statement of comprehensive income when the entity obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the organisation and the amount of the grant can be measured reliably.

Multicap Limited receives non-reciprocal contributions of assets from the government and other parties for no consideration or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of profit or loss and other comprehensive income.

National Disability Insurance Scheme (NDIS)

Revenue from the provision of services to clients under the NDIS is recognised upon the delivery of services.

Client service revenue

Revenue from the provision of services to clients is recognised upon the delivery of the service.

Sale of goods

Revenue from the sale of goods is recognised when the significant risks and rewards of ownership of the goods passes to the customer.

Donations, bequests and fundraising activities

Donations and bequests are recognised as revenue when they are received by the organisation.

Contributions of assets

Revenue from the contribution of assets, including the right to receive cash or other assets without providing approximately equal value to the parties providing the contribution is recognised when the organisation receives the asset or has an unconditional right to receive the asset.

Interest revenue

Interest revenue is recognised as it accrues using the effective interest rate method.

Capital grants

Capital grants are non-recurrent grants used for the purchase of assets. When capital grants are used for assets where the ownership is not retained by the organisation, the purchases are disclosed as non-operating expenditure.

(b) Finance costs

Finance costs are recognised as an expense in the period in which they are incurred.

(c) Income tax

A provision for income tax has not been raised as the organisation is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

(d) Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense.

Receivables and payables in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the cash flow statement on a gross basis except for the GST component of investing and financing activities which are disclosed as operating cash flows.

(e) Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks and other short-term highly liquid investments that are readily convertible to cash.

(f) Trade and other receivables

Trade receivables principally consist of amounts

due from customers and clients for the supply of merchandise and services. These amounts are recognised and carried at the original invoiced amount.

Collectability of trade receivables is reviewed on an ongoing basis. Individual debts that are known to be uncollectible are written off when identified. An impairment allowance is recognised when there is objective evidence that the organisation will not be able to collect the receivable. Financial difficulties of the debtor or debts more that 90 days overdue are objective evidence of impairment.

(g) Inventories

Inventories principally consist of raw material, work in progress and finished goods for resale by Monte Lupo, Makeables or Multisnacks. Inventories are measured at the lower of cost and net realisable value. Cost is defined as the cost of bringing each inventory item to its present location and position, cost is determined on a first-in first-out basis. Net realisable value is taken to be the estimated net selling price of an item in the ordinary course of business after deducting the necessary costs of sale.

(h) Property, plant and equipment

Each class of property, plant and equipment is measured on the cost basis and is therefore carried at cost less accumulated depreciation and any accumulated impairment losses. In the event that the carrying amount of property, plant and equipment is greater than the estimated recoverable amount, the carrying amount is written down immediately to the estimated recoverable amount. A formal assessment of recoverable amount is made when impairment indicators are present.

The depreciable amount of all fixed assets, excluding freehold land and uncommissioned assets, is depreciated on a straight-line basis over the assets' estimated useful economic life to the organisation commencing from the time the asset is first held ready for use. The depreciation rates that have been applied are as follows:

Buildings - 10 to 50 years
Plant and equipment - 3 to 10 years
Motor vehicles - 3 to 4 years
Buses - 4 to 5 years

Gains and losses on disposals are determined by comparing the disposal proceeds with the carrying amount. These gains or losses are included in the statement of profit or loss and other comprehensive income.

(i) Intangible assets

Intangible assets acquired separately are initially measured at cost. Following initial recognition, intangible assets are carried at cost less accumulated amortisation and any accumulated impairment losses.

Intangible assets are amortised over their useful lives as follows:

Computer software - 3 to 10 years
Trademarks and licences - 10 years

(j) Impairment of non-financial assets

The carrying values of non-financial assets (property, plant and equipment and intangible assets with a finite useful life) are reviewed for impairment at each reporting date, with the recoverable amount being estimated when events or changes in circumstances indicate that the carrying value may be impaired.

The recoverable amount of non-financial assets is the higher of fair value less costs to sell and value in use. Depreciated replacement cost is used to determine value in use. Depreciated replacement cost is the current replacement cost of the non-financial asset less, where applicable, accumulated depreciation to date, calculated on the basis of such cost.

Impairment exists when the carrying value of an asset exceeds its recoverable amount. The asset is then written down to its recoverable amount.

Where it is not possible to estimate the recoverable amount of an individual asset, the organisation estimates the recoverable amount of the cash-generating unit to which the asset belongs.

(k) Leases

Operating leases

Operating lease payments are recognised as an expense in the statement of profit or loss and other comprehensive income on a straight line basis over the term of the lease.

Finance leases

Finance leases, where the organisation obtains substantially all the risks and benefits incidental to the ownership of the leased asset, are capitalised at the inception of the lease at the fair value of the leased asset or, if lower, the present value of the minimum lease payments. Lease payments are allocated between the reduction of the lease liability and finance charges so as to achieve a constant rate of interest on the remaining balance of the liability. Finance charges are recognised as an expense in the statement of comprehensive income.

Capitalised lease assets are depreciated on a straight line basis over the shorter of their estimated useful life or the term of the lease if there is no reasonable certainty the organisation will obtain ownership by the end of the lease term.

(l) Trade and other payables

Trade and other payables are unpaid liabilities for goods and services provided to the organisation before the end of the financial year. The fair value of these amounts is deemed to be equal to their cost. The organisation usually settles these amounts within 45 days.

(m) Interest bearing loans and borrowings

Interest bearing loans and borrowings are initially recorded at fair value less directly applicable transaction costs. Following initial recognition, interest bearing loans and borrowings are measured at amortised cost using the effective interest rate method.

Borrowings are classified as current liabilities unless the organisation has an unconditional right to defer settlement of the liability for at least 12 months after the balance date.

(n) Financial instruments - non-derivative financial instruments

The organisation's exposure to financial instruments is limited to trade and other receivables, trade and other payables and interest bearing loans and borrowings. The accounting policies applied to these financial instruments are described above.

The organisation does not have any derivative financial instruments.

(o) Employee benefits

Short-term employee benefits

Provision is made for the organisation's obligation for short-term employee benefits.

Short-term employee benefits are benefits (other than termination benefits) that are expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service, including wages and salaries. Short-term employee benefits are measured at the (undiscounted) amounts expected to be paid when the obligation is settled.

The organisation's obligations for short-term employee benefits, such as wages, salaries and leave, are recognised as a part of current trade and other payables in the statement of financial position.

Other long-term employee benefits

The organisation classifies employees' long service leave as other long-term employee benefits as they are not expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service. Provision is made for the organisation's obligation for other long-term employee benefits, which are measured at the present value of the expected future payments to be made to employees. Expected future payments incorporate anticipated future wage and salary levels, durations of service and employee departures, and are discounted at rates determined by reference to market yields at the end of the reporting period on government bonds with maturity dates that approximate the terms of the obligations. Upon the re-measurement of obligations for other long-term employee benefits, the net change in the obligation is recognised in profit or loss classified under employee benefits expense.

The organisation's obligations for long-term employee benefits are presented as non-current liabilities in its statement of financial position, except where the company does not have an unconditional right to defer settlement for at least 12 months after the end of the reporting period, in which case the obligations are presented as current liabilities.

(p) Revenue received in advance

A significant part of the organisation's funding is from State and Federal government grants to fund services. Where these grants relate to the provision of services (or the purchase of assets) in the following financial year, they are reported as a liability in the statement of financial position.

(q) Adoption of new and revised accounting standards

During the current year the organisation adopted all of the new and revised Australian Accounting Standards and Interpretations applicable to its operations, which became mandatory. It has been determined by the organisation that there is no impact, material or otherwise, of the new and revised Standards and Interpretations on its operations and therefore no change is necessary to the organisation's accounting policies.

New accounting standards and interpretation not yet adopted

The following new accounting standards, amendments to standards and interpretations have been identified as those which may impact the organisation in the period of initial application.

AASB 9 Financial Instruments addresses the classification, measurement and de-recognition of financial assets and financial liabilities. The standard is not applicable until 1 January 2018

but is available for early adoption. There will be no impact on the organisation's accounting for financial liabilities or financial assets as it impacts available for sale financial assets and accounting for financial liabilities that are designated at fair value through profit and loss, and the organisation does not have any such assets or liabilities. The de-recognition rules have been transferred to the new standard from AASB 139 Financial Instruments: Recognition and Measurement and have not been changed.

The organisation will adopt this standard from 1 January 2018.

AASB 15 Revenue from contracts with customers introduces a five step process for revenue recognition with the core principle of the new Standard being for entities to recognise revenue to depict the transfer of goods or services to customers in amounts that reflect the consideration (that is, payment) to which the entity expects to be entitled in exchange for those goods or services.

Accounting policy changes will arise in timing of revenue recognition, treatment of contract costs and contracts which contain a financing element. AASB 15 will also result in enhanced disclosures about revenue, provide guidance for transactions that were not previously addressed comprehensively (for example, service revenue and contract modifications) and improve guidance for multiple-element arrangements.

The standard will be applicable to annual reporting periods beginning on or after 1 January 2018 but is available for early adoption. The changes in revenue recognition requirements

in AASB 15 may cause changes to the timing and amount of revenue recorded in the financial statements as well as additional disclosures.

The organisation has neither assessed the impact of AASB 15 nor decided to early adopt the standard.

AASB 16 Leases will replace AASB 117 'Leases' and for lessees this will eliminate the classifications of operating leases and finance leases. Subject to exceptions, a 'right-of-use' asset will be capitalised in the statement of financial position, measured as the present value of the unavoidable future lease payments to be made over the lease term. The exceptions relate to short-term leases of 12 months or less and leases of low-value assets (such as personal computers and small office furniture) where an accounting policy choice exists whereby either a 'right-of-use' asset is recognised or lease payments are expensed to profit or loss as incurred. A liability corresponding to the capitalised lease will also be recognised, adjusted for lease prepayments, lease incentives received, initial direct costs incurred and an estimate of any future restoration, removal or dismantling costs. Straight-line operating lease expense recognition will be replaced with a depreciation charge for the leased asset (included in operating costs) and an interest expense on the recognised lease liability (included in finance costs).

In the earlier periods of the lease, the expenses associated with the lease under AASB 16 will be higher when compared to lease expenses under AASB 117. However, EBITDA (Earnings Before Interest, Tax, Depreciation and Amortisation) results will be improved as the operating expense is replaced by interest expense and

depreciation in profit or loss under AASB 16. For classification within the statement of cash flows, the lease payments will be separated into both a principal (financing activities) and interest (either operating or financing activities) component.

AASB 16 Leases is applicable to annual reporting periods beginning on or after 1 January 2019.

The organisation will adopt this standard from 1 July 2019 but the impact of its adoption is yet to be assessed by the organisation.

(r) Key judgments and assumptions

The Board evaluates estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends, economic data obtained both externally and within the organisation.

Allowance for impairment of receivables

As disclosed in note 5 and note 15 to the financial statements, trade and other receivables include amounts totalling \$962,166 for unpaid client and other fees. An allowance for impairment of \$35,541 has been made against these amounts. Management believes that the amount recoverable will exceed the total outstanding net of the provision.

Revenue received in advance

Management believes that revenue held in advance as disclosed in Note 9: Grants received in advance has been correctly calculated and relates to services or asset purchases within the next 12 months.

Note 2: Revenue

Operating revenue from (non-reciprocal) government grants and other grants

- State Government Funding - recurrent
- State Government Funding - non recurrent
- Australian Government Department of Social Services
- Other grant revenue

Total grant revenue

Operating revenue from National Disability Insurance Scheme

- NDIS revenue

Other revenue

- Fundraising revenue
- Customer fees and brokerage
- Membership subscriptions
- Sale of goods
- Interest
- Other revenue

Total operating revenue

Total operating revenue

Non operating revenue

- State Government grants – capital
- Gain on business combination

Total capital grants and donations

Total revenue

Note 3: Operating surplus from ordinary activities

The surplus for the year includes the following specific expenses:

- Depreciation of property, plant and equipment
- Amortisation of intangible assets
- Amortisation of Leasehold Improvements
- Bad and doubtful debts
- Rental expense on operating leases
 - minimum lease payments
- Remuneration of the auditor
 - audit of the financial statements
- Loss on disposal of motor vehicles and property

	2017	2016
	\$	\$
Operating revenue from (non-reciprocal) government grants and other grants		
- State Government Funding - recurrent	35,379,011	32,545,823
- State Government Funding - non recurrent	-	1,160,000
- Australian Government Department of Social Services	1,178,010	1,135,980
- Other grant revenue	31,788	89,621
Total grant revenue	36,588,809	34,931,424
Operating revenue from National Disability Insurance Scheme		
- NDIS revenue	1,764,535	-
Other revenue		
- Fundraising revenue	630,583	869,705
- Customer fees and brokerage	4,091,675	3,809,038
- Membership subscriptions	2,378	2,097
- Sale of goods	836,997	885,955
- Interest	151,013	164,985
- Other revenue	89,350	58,771
Total operating revenue	5,801,996	5,790,551
Total operating revenue	44,155,340	40,721,975
Non operating revenue		
- State Government grants – capital	1,165,568	844,090
- Gain on business combination	-	2,689,766
Total capital grants and donations	1,165,568	3,533,856
Total revenue	45,320,908	44,255,831

Depreciation of property, plant and equipment	1,270,203	1,329,058
Amortisation of intangible assets	108,875	61,897
Amortisation of Leasehold Improvements	73,575	-
Bad and doubtful debts	37,652	36,000
Rental expense on operating leases		
- minimum lease payments	784,933	628,682
Remuneration of the auditor		
- audit of the financial statements	28,000	28,000
Loss on disposal of motor vehicles and property	110,863	17,504

Note 4: Cash and cash equivalents

- Cash on hand
- Cash at bank
- Cash on short term deposit

As at 30 June 2017 \$5,525,539 was held on short term deposit.

Cash at Bank earns interest at on-call rates. The interest rates earned on term deposits was between 1% to 2.6% (2016: 1.25% to 2.88%).

Note 5: Trade and other receivables

Current

- Customer fees and other trade receivables
- less: Allowance for impairment of receivables

- Accrued revenue
- Other receivables

The exposure to credit and currency risks and impairment losses related to trade and other receivables are disclosed in Note 15 – Financial risk management.

Note 6: Property, plant & equipment

Land and buildings

- Freehold land - at cost
- Buildings - at cost

- Buildings - work in progress
- less: Accumulated depreciation
- less: Impairment losses
- Total land and buildings

Leasehold improvements

- Leasehold improvements at cost
- less: Accumulated depreciation
- Total Leasehold improvements

Plant and equipment

- Plant and equipment - at cost
- less: Accumulated depreciation

Motor vehicles - at cost

- less: Accumulated depreciation

Hire purchase motor vehicles - at cost

- less: Accumulated depreciation

Total plant and equipment

Total property, plant and equipment

Reconciliation

Reconciliations of the carrying amounts for each class of property, plant and equipment are set out below:

Land and buildings

- Carrying amount at beginning of year
- Additions
- Disposals
- Impairment losses
- Depreciation expense
- Carrying amount at end of year

Leasehold Improvements

- Carrying amount at beginning of year
- Additions
- Depreciation expense
- Carrying amount at end of year

Plant and equipment

- Carrying amount at beginning of year
- Additions
- Disposals
- Depreciation expense
- Carrying amount at end of year

	2017	2016
	\$	\$
Cash on hand	3,197	7,086
Cash at bank	1,008,740	2,455,687
Cash on short term deposit	5,525,539	4,608,637

6,537,476 7,071,410

	962,166	569,005
	(35,541)	(23,755)
	926,625	545,250
	159,280	24,578
	111,727	58,218

1,197,632 628,046

	7,866,469	7,866,469
	15,825,176	13,940,060

	356,062	663,250
	(3,630,649)	(2,894,582)
	-	(232,052)
	20,417,058	19,343,145

	1,284,992	1,031,600
	(311,332)	(237,755)
	973,660	793,845

	3,863,724	3,538,603
	(2,885,178)	(2,565,254)
	978,546	973,349

	2,148,277	1,508,828
	(1,119,543)	(641,668)
	1,028,734	867,160

	1,083,030	1,713,013
	(498,864)	(679,930)
	584,166	1,033,083

	2,591,446	2,873,592
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23,982,164 23,010,582

	19,343,145	15,555,670
	1,737,928	4,345,890
	(151,987)	(76,584)
	-	-
	(512,028)	(481,831)
	20,417,058	19,343,145

	793,845	835,671
	253,390	30,530
	(73,575)	(72,356)
	973,660	793,845

	973,349	968,684
	334,798	302,992
	(2,877)	(12,913)
	(326,724)	(285,414)
	978,546	973,349

Reconciliation (cont.)

Motor Vehicles	2017	2016
	\$	\$
Carrying amount at beginning of year	1,900,243	1,544,746
Additions	224,425	901,045
Disposals	(80,317)	(56,092)
Depreciation expense	(431,451)	(489,456)
Carrying amount at end of year	1,612,900	1,900,243

Note 7: Intangible Assets

Computer software

Computer software - at cost	802,772	728,151
IT systems - work in progress	66,098	30,125
less: Accumulated amortisation	(497,070)	(389,546)
Total computer software	371,800	368,730

Trademarks and licences

Trademarks and licences at cost	3,780	66,053
less: Accumulated amortisation	(3,780)	(55,104)
Total trademarks and licences	-	10,949

Total intangible assets

371,800379,679

Reconciliation

Reconciliations of the carrying amounts for each class of intangible asset are set out below:

Computer software

Carrying amount at beginning of year	368,730	432,240
Additions	74,620	33,774
Work in Progress	35,973	30,125
Write offs	-	(73,000)
Amortisation Expense	(107,523)	(54,409)
Carrying amount at end of year	371,800	368,730

Trademarks and licences

Carrying amount at beginning of year	10,949	18,436
Amortisation expense	(1,352)	(7,487)
Disposals	(9,596)	-
Carrying amount at end of year	-	10,949

Note 8: Trade and other payables

Current

Trade payables	374,734	549,459
Accrued employee benefits	427,478	222,644
Other accrued expenses and sundry payables	654,493	618,761
Other payables	30,803	56,038
	1,487,508	1,446,902

Note 9: Grants received in advance

Operating revenue received in advance	619,876	825,913
Capital grants received in advance	237,463	963,606
	857,339	1,789,519

Grants received in advance consists of government funding received but services were not delivered at balance date (refer Note 1(p)).

Capital grants received in advance consists of government funding received but assets have not yet been procured or constructed.

Note 10: Borrowings

Current

Bank loan payable - secured	5,022	50,000
Hire purchase liability - secured	128,836	239,746
	133,858	289,746

Non - Current		
Bank line of credit - secured	5,224	5,000
Hire purchase liability - secured	390,484	520,075
	395,708	525,075

The bank loan is a \$1,000,000 line of credit with Commonwealth Bank of Australia and was renewed in May 2017 and matures in May 2020. The line of credit was drawn to \$5,022 at 30 June 2017 and \$50,000 at 30 June 2016. Interest is payable on the outstanding balance at a market rate. The outstanding balance on the bank loan is secured by a first mortgage over Ellison Road, Aspley. The facility is subject to an annual review by the Commonwealth Bank of Australia and therefore the amount drawn on the facility is presented as current as the organisation does not have unconditional right to defer settlement of the liability for at least twelve months after the balance date.

The line of credit is a \$732,000 facility with Westpac Banking Corporation and commenced in March 2010. The line of credit is a 30 year facility and matures in 2040. The line of credit was drawn to \$5,224 at 30th June 2017 and is secured by a first mortgage over two of the organisation’s properties located at Lee Close Runcorn.

The hire purchase liabilities are for hire purchase agreements taken out to purchase motor vehicles. Interest is payable on the outstanding amounts on the individual agreements at rates of between 3.94% and 7.70%. The individual agreements are held under a revolving bulk facility with Westpac Banking Corporation. At 30 June 2017 the limit on the facility was \$950,000, of which \$519,320 was drawn at 30 June 2017.

Note 10: Borrowings (cont.)

Credit standby arrangements with the organisation’s bankers

At reporting date the organisation had the following credit arrangements in place

	2017	2016
	\$	\$
Loan facility	1,000,000	1,000,000
Line of credit facility	732,000	732,000
Credit card facility	15,000	15,000
Hire purchase and leasing facility	950,000	950,000
	2,697,000	2,697,000

Facilities utilised at reporting date

Loan facility	5,022	50,000
Line of credit facility	5,224	5,000
Hire purchase and leasing facility	519,320	759,821
	529,566	814,821

Facilities not utilised at reporting date

Loan facility	994,978	950,000
Line of credit facility	726,776	727,000
Credit card facility	15,000	15,000
Hire purchase and leasing facility	430,680	190,179
	2,167,434	1,882,179

The credit card and loan facilities are secured by registered first mortgage over property situated at 487 Ellison Road Aspley 4034.

The line of credit facility is secured by registered first mortgages over property situated at 9 and 11 Lee Close Runcorn 4113

The hire purchase and leasing facility is secured by fixed charges over motor vehicles purchased with the facility.

Note 11: Employee Provisions

Employee Provisions

Opening balance at 1 July 2016	2,675,926	
Additional provisions raised during year	2,285,606	
Amounts used	(2,031,042)	
Balance at 30 June 2017	2,930,490	

Current liability for employee entitlements

Annual Leave	1,835,561	1,666,113
Long Service Leave	685,454	538,634
Current liability for employee entitlements	2,521,015	2,204,747

Non - Current liability for employee entitlements

Long service leave	409,475	471,179
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As at 30 June 2017, the organisation employed 540 full time equivalent employees. (2016: 495).

Employee provisions represent amounts accrued for annual leave and long service leave.

The current portion for this provision includes the total amount accrued for annual leave entitlements and the amounts accrued for long service leave entitlements that have vested due to employees having completed the required period of service. Based on past experience, the company does not expect the full amount of annual leave or long service leave balances classified as current liabilities to be settled within the next 12 months. However, these amounts must be classified as current liabilities since the company does not have an unconditional right to defer the settlement of these amounts in the event employees wish to use their leave entitlement.

The non-current portion for this provision includes amounts accrued for long service leave entitlements that have not yet vested in relation to those employees who have not yet completed the required period of service.

Note 12: Hire purchase commitments

Payable - minimum hire purchase payments

- not later than 12 months	128,836	239,746
- between 12 months and 5 years	434,602	594,481
Minimum hire purchase payments	563,438	834,227
less: Future finance charges	(44,118)	(74,406)
Present value of minimum hire purchase payments	519,320	759,821

Certain motor vehicles and buses used by the entity have been acquired under hire purchase agreements (refer Note 10).

The motor vehicle hire purchase commitments are non-cancellable hire purchase agreements contracted with a three to five-year term.

Note 13 - Segment reporting

The organisation has three operating segments which are described below. The operating segments reflect the organisation’s three major areas of activity which are all based in Australia.

Disability Enterprises

This is a self supporting segment which provides employment opportunities for people with disabilities. This segment consists of Monte Lupo Arts, Makeables, Coffee Carts and Monte Lupo Gallery & Cafe. Monte Lupo Arts produces, exhibits and sells a wide range of individual artworks and tableware. Makeables provides re-packaging and other business services.

Disability Services and Fundraising

This segment includes the organisation’s specialist disability services and all other operations of the organisation. The organisation’s other operations exist to support the organisation’s specialist disability services.

Community Care

This segment includes the organisation’s Community Care, In-Home Support and centre based services and social support services of the organisation.

Note 13 - Segment reporting (cont.)

	Disability Enterprises		Disability Services and Fundraising		Community Care		Total	Total
	2017	2016	2017	2016	2017	2016	2017	2016
Segment revenue	\$	\$	\$	\$	\$	\$	\$	\$
- Grant revenue	1,224,404	1,160,088	33,514,602	31,969,989	1,849,803	1,801,347	36,588,809	34,931,424
- Other operating revenue	678,836	467,853	6,727,415	5,152,991	160,280	169,707	7,566,531	5,790,551
- Non operating revenue	244,755	21,089	920,813	3,512,767	-	-	1,165,568	3,533,856
Total segment revenue	2,147,995	1,649,030	41,162,830	40,635,747	2,010,083	1,971,054	45,320,908	44,255,831
Interest expense	-	-	33,655	44,185	-	-	33,655	44,185
Depreciation, impairment and amortisation expense	96,391	47,265	1,328,825	1,369,069	27,437	25,696	1,452,653	1,442,030
Segment surplus	(227,310)	(362,413)	1,848,992	4,748,780	149,367	92,766	1,771,049	4,479,133
Segment assets and liabilities								
- Segment assets	434,882	236,383	31,796,994	31,190,416	144,485	100,778	32,376,361	31,527,577
- Segment liabilities	167,971	165,040	5,523,077	6,431,362	113,855	130,766	5,804,903	6,727,168
- Segment capital expenditure	212,826	135,861	2,375,483	5,474,346	36,851	4,025	2,625,160	5,614,232

During the year the organisation expanded the Disability Enterprises by opening another Launderette at Redlands and putting two coffee carts into operation increasing the number of jobs provided to Disabled people to 97.The organisation has appropriately increased its investment in the enterprises to support the sustainable growth of the business and to ensure continued employment of the organisation's new and existing supported employees.

Note 14: Cash flow information

(a) Reconciliation of cash

Cash at the end of the financial year as shown in the Cash flow statement is reconciled to the related items in the Statement of financial position as follows:		
Cash on hand	3,197	7,086
Cash at bank	1,008,740	2,455,687
Cash on short term deposit	5,525,539	4,608,637
	6,537,476	7,071,410

(b) Reconciliation of cash flow from operations to surplus for the year

Surplus for the year	1,771,049	4,479,133
Income from government capital grants	(1,165,568)	(844,090)
Grant expenditure	119,476	122,243
Non-cash flows in surplus for the year		
- Depreciation, Impairment wand amortisation	1,452,653	1,442,030
- (Loss) on disposal of property, plant and equipment	110,863	17,504
- Gains arising from business combination	-	(2,689,766)
Changes in assets and liabilities		
- (Increase) / Decrease in receivables	(393,285)	4,528
- (Increase) / Decrease in other assets	123,503	(171,694)
- (Increase) / Decrease in inventories	27,068	4,221
- Increase / (Decrease) in payables	40,606	(689,974)
- Increase / (Decrease) in other liabilities	(206,036)	(247,893)
- Increase / (Decrease) in provisions	254,564	517,773
Net cash provided by operating activities	2,134,893	1,944,015

Note 15: Financial risk management

Financial Risk Management Policies

The Risk and Compliance Committee is responsible for monitoring and managing the organisation's compliance with its risk management strategy and consists of board members. The Risk and Compliance Committee's overall risk management strategy is to assist the organisation in meeting its financial and services targets while minimising potential adverse effects on financial performance. Risk management policies are approved and reviewed by the Risk and Compliance Committee on a regular basis.

The organisation's financial instruments consist of short term deposits with banks, accounts receivable, accounts payable, leases and borrowings.

The totals for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies adopted in the preparation of these financial statements, are as follows:

Financial assets		
Cash and cash equivalents	6,537,476	7,071,410
Client fees and other trade receivables (net)	926,625	545,250
Other receivables	111,727	58,218
	7,575,828	7,674,878
Financial liabilities at amortised cost		
Interest bearing loan	5,022	50,000
Line of credit	5,224	5,000
Hire purchase agreements	519,320	759,821
Current trade and other payables	1,029,227	1,168,220
	1,558,793	1,983,041

Note 16: Fair Value Measurements

Net fair value of financial assets and liabilities

All financial assets and liabilities have a net fair value equal to their carrying amount.

Note 17: Commitments for expenditure

Operating lease commitments

The organisation has various non-cancellable operating leases as lessee of rented property. The lease payments are charged to expenses in the period in which they are incurred. Under the terms of these leases the organisation has commitments for future rental payments on properties leased to the organisation for a defined term. The leases are generally for periods of up to 12 months.

Payable - minimum lease payments

- not later than 12 months	693,908	534,392
- between 12 months and 5 years	232,669	316,778
	926,577	851,170

The property lease commitments are non-cancellable operating leases. Leases with a five-year term are not recognised in the financial statements. Increase in lease commitments can occur in line with the consumer price index (CPI).

Capital Expenditure Commitments

The organisation with the assistance of a capital grant from the State Government is building two units at Finucane Road, Alexandra Hills. Construction is expected to be completed by March 2018. The estimated cost to complete is approximately \$1,250,000.

Note 18: Related party transactions

In accordance with the organisation's Constitution, the members of the Board of Directors are entitled to be remunerated subject to approval from members at the Annual General Meeting. No Director has received remuneration during the financial year.

Since the end of the previous financial year none of the members of the Directors have entered into a material contract with the organisation.

During the year ended 30 June 2017 the organisation rented a property at Hartopp Lane, Kelvin Grove from Brisbane Housing Company Ltd. The total rent paid in the year was \$42,120 (2016: \$42,120). One member of the Board of Directors, J Gallimore, is a Director of the Brisbane Housing Company Ltd.

During the year ended 30 June 2017 the organisation engaged in project management services from Tara Consulting Pty Ltd for the construction of Stage 2 apartments at Jardine St, Rockhampton. The total fees paid in the year was \$14,350. A former member of the Board of Directors, H Carrick (resigned 23/02/2017) is a Director of Tara Consulting Pty Ltd. Transactions between the organisation and related parties are on normal commercial terms and conditions no more favourable than those available to other persons unless otherwise stated.

Note 19: Key management personnel

The organisation's key management personnel are those persons who have the responsibility and authority for planning, directing and controlling the day to day activities and strategic direction of the organisation.

In addition to the Directors (refer note 18) the organisation's key management personnel consists of the Chief Executive Officer, the Chief Operating Officer, the Chief Integration Officer and the Chief Financial Officer.

As disclosed in Note 18 the organisation's Directors currently perform their duties in a voluntary capacity and do not receive any remuneration. During the year ended 30th June 2017 the organisation paid membership fees to the Australian Institute of Company Directors for three of the six current Directors .

Membership/Course costs

J Gallimore	550	538
D Eades	550	538
C Perkins	550	538
A.M Shaw	-	7,233
Prof J McAuliffe AM (resigned 18/11/2016)	-	538
A Oostenbroek (resigned 18/11/2016)	-	538
H Carrick (resigned 23/02/2017)	-	538
S Douglas (resigned 18/11/2016)	-	538
	1,650	10,999

Consulting/Professional Services

H Carrick (resigned 23/02/2017)	14,350	20,164
	14,350	20,164

The remuneration of other Key Management Personnel consists entirely of short term employee and post employment benefits. The total remuneration of the organisation's key management personnel, which is included in the statement of comprehensive income under the heading of employee benefits, is:

Short term employee benefits	705,690	504,727
Post employment benefits	65,712	47,949

Other related parties

Other related parties include immediate family members of key management personnel and entities that are controlled, or significantly influenced by those personnel, either individually or collectively with their immediate family members.

Note 20: Economic dependency

The continued existence of the organisation in its present form and with its present programs is dependent on Government policy and on continued funding for the organisation's administration, programs and services.

Note 21: Contingent liabilities

Some of the organisation's properties and other assets were acquired with federal and state government capital grants. In some cases the organisation may be required to relinquish ownership of these assets, or repay a proportion of the grant, if the terms and conditions of the grant agreement are not complied with. Typically this would occur if the organisation disposed of the asset within a specified time, or used the asset for a purpose contrary to the terms of the grant agreement. The organisation is not aware of any such circumstances existing as at the date of the financial statements and does not intend to act in a manner that would allow such circumstances to arise in the future.

Note 22: Limitation of members liability

The organisation is a company limited by guarantee and in accordance with the Constitution, in the event of Multicap Limited being wound up, the liability would not exceed \$10 per member. At 30 June 2017 the number of members was 221 (2016: 207).

Independent Auditor's Report To the Members of Multicap Limited

Opinion

We have audited the financial report of Multicap Limited ("the Company") which comprises the statement of financial position as at 30 June 2017, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the declaration by the Board of Directors.

In our opinion, the accompanying financial report of the Company is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- giving a true and fair view of the Company's financial position as at 30 June 2017 and of its financial performance and cash flows for the year then ended; and
- complying with Australian Accounting Standards – Reduced Disclosure Requirements and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Company in accordance with the auditor independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants ("the Code") that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Directors for the Financial Report

Management is responsible for the preparation of the financial report that gives a true and fair view in accordance with the Australian Accounting Standards – Reduced Disclosure Requirements and the Australian Charities and Not-for-profits Commission Act 2012 and for such internal control as management determines is necessary to enable the preparation of the financial report

that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

The Board of Directors are responsible for overseeing the Company's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of

accounting policies used and the reasonableness of accounting estimates and related disclosures made by the management.

- Conclude on the appropriateness of the management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board of Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide the Board of Directors with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

HLB Mann Judd

HLB Mann Judd
Chartered Accountants

Abdurrahman

A B Narayanan
Partner

Brisbane, Queensland
20 September 2017

Life Members

Patron His Excellency the Honourable
Paul De Jersey AC Governor of Queensland

Secretary Sandra Williams

Past Life Members

1965	Rev S B Ford
1965	Brisbane Caledonian Society & Burns Club
1967	LS Frost Pty Ltd
1967	CTO Staff, Brisbane
1967	Mrs U Mulholland
1972	Rev S R Ramsden
1972	Mr N P Scott
1974	Mr L N Saunders
1979	Mrs M Ramsden
1984	Mr A E Walker
2003	Mr D Kenway
2009	Dr R J Andrews MBE OAM
2013	Mrs Gwen Easlea

Life Members

1996	Mr N Rendell
1999	Ms R Shepherd
2001	Mrs M Rudken
2001	Dr N Heather
2004	Mr M Sprenger
2007	Mrs D Wilkinson
2013	Mrs Donna Bock
2013	Mr Glen Easlea
2016	Prof John McAuliffe AM
2017	Sandra Williams

Auditors HLB Mann Judd

Legal Partners Aegis Legal
Allens Linklaters (additional pro bono work provided)
Hynes Lawyers
McCullough Robertson

Banking Partners Commonwealth Bank of Australia
Westpac Bank

Bequests

When preparing your Will, after considering your immediate family, you may want to consider a bequest to Multicap. Our passion for every individual's right to connect to and realise the possibilities available to them, drives us to always believe there is a way. Your gift or bequest will ensure we can respond to these needs.

For more information please contact us on (07) 3340 9000 or visit: www.multicap.org.au



MULTICAP

HIGH NEEDS DISABILITY SUPPORT

all ways.always



www.multicap.org.au

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