



LIVE YOUR BEST LIFE

2018 ANNUAL REPORT



MULTICAP[®]

HIGH NEEDS DISABILITY SUPPORT

all ways. always

At Multicap we believe everyone deserves to live their best life.

We are dedicated to making this happen through the services we offer throughout Queensland and northern New South Wales.

Established more than 55 years ago by five families for the purpose of caring for young children with complex support needs, Multicap has matured into an organisation with a broad service offering and one clear philosophy; we are here for our customers in all ways, always.

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Multicap's Great Expectations

SOLE PURPOSE

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

VISION

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

VALUES

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

STRATEGIC CAPABILITIES

Our approach is always centred around the person
We are integrated into our local communities
Our growth in services is sustainable
We are an employer of choice
Our systems and processes are streamlined
We have disciplined financial and capital management

Multicap reflects the needs of our communities through the services and support we offer. With each new home, social experience, activity, community hub, and job, Multicap is an organisation that is here for our customers in all ways and always.

Inspire
YOURSELF
and your team

— **BE** —
ACCOUNTABLE
for your role

RESPECT
& VALUE
FUNCTIONAL
RELATIONSHIPS

ADD *life*
to Multicap's
SOLE PURPOSE

GIVE & RECEIVE
CONSTRUCTIVE
feedback

OVERVIEW

2018 Highlights

 **197 PEOPLE**

IN SUPPORTED INDEPENDENT LIVING

This is a 17% increase from 2017

 **420,626 HOURS**

OF SUPPORT PROVIDED TO OUR CUSTOMERS

This is an 8% increase from 2017

 **1,370,407 Kms**

DRIVEN WHEN SUPPORTING OUR CUSTOMERS TO ACCESS THEIR COMMUNITIES

 **106 PEOPLE**

WITH DISABILITY ASSISTED TO MAINTAIN EMPLOYMENT ACROSS MULTICAP

This is a 14% increase from 2017

Our story

We believe life is to be truly lived!

At Multicap we believe every person deserves to live life to the absolute fullest.

It is our primary focus to provide people from all walks of life with every opportunity needed to thrive. We are dedicated to making this happen through the services we offer.

Established more than 55 years ago by five families for the purpose of caring for young children with high disability needs, Multicap has matured into an organisation with a broad service offering and one clear philosophy; we are here for our customers in all ways, always.

Over the past five decades Multicap has grown and evolved with our foundation families, we have diversified and matured alongside our customers because we have long realised the importance of partnering with them on their life's journey.

This partnership has resulted in the integration of transition from school programs and the facilitation of training and employment programs for people eager to jump into the workforce. We quickly discovered that not all businesses supported all kinds of employment; so we started our own employment service that would. Now we have four businesses that we run to facilitate employment pathways for people with disability.

A natural evolution was the provision of community centres called Community Hubs, and specially purposed Multicap Housing, or more accurately, bespoke homes for our customers' individual circumstances.

Multicap homes and Community Hubs often play host to milestone transitions and transformations. From facilitating a young person's first move out of the family home to championing greater freedom later in life, we make extraordinary effort to ensure our homes – whether we lease, buy or build them – are tailored to incorporate individual and families' unique needs through any phase in life.

Our incredibly skilled and diverse organisation is made up of a team of over 900 equally unique staff with one thing in common – we believe that support is only one of many things that contribute to each person living a fulfilled life.

The Multicap team are all big believers in driving creative and social experiences that help our customers get more out of life. Whether this means going on incredible holidays, meeting like-minded people at social meet-ups, or even taking a day out of everyday life to ride a jet ski or enjoy a pottery class. Multicap helps our customers to live their best life, whatever it may be.

As we look to the future, Multicap will continue to reflect the needs of the community through the services and support we offer. With each new home, social experience, activity, Community Hub, and job, Multicap remains an organisation that is here for our customers; all ways, always.

'Stack of books' pictured right is hand created and painted by Monte Lupo Arts



Message from our Chair & CEO

Throughout the year, and across our Multicap services, our directors and our staff regularly ask our customers what they need from us and then focus on meeting those needs. We believe everyone deserves to live their best life, and our Board, managers and front line staff are dedicated to providing our customers with disability with every opportunity that will assist them to thrive. The framework that guides us in delivering for our customers is outlined in Multicap's 2016-2021 Strategic Plan. Throughout this year's Annual Report we have shared stories of customers and staff living their best life. It's inspiring, and it's contagious.

The NDIS transition has gained significant momentum over the past year. We have continued to invest significant time and resources in supporting our customers to successfully transition into the National Disability Insurance Scheme (NDIS). At the end of the year we had assisted 30% of our customers to access the new scheme, with some fantastic outcomes enabling them to live their best lives. The difficulties in pricing, portal access, quality of first plans and interfaces with health and education noted in our Annual Report 12 months ago are yet to substantially improve. The NDIA portal still has very limited functionality to assist our customers and for Multicap to receive payment for services in a timely manner. There was recent acknowledgement by the NDIA of the

increased costs organisations were incurring with an additional 2.5% loading on some NDIS prices put in place for the next 12 months.

Queensland is approaching the third and final year of the NDIS roll-out, and New South Wales has commenced welcoming new customers who have not previously accessed services. Transition into the NDIS was heavily weighted to year three in Queensland and so a major focus is on supporting our South-East Queensland customers, and ensuring they receive support plans that meet their needs, whereas our north Queensland customers will be seeking our assistance with preparing for their third plan review.

In addition to the challenges of transition into the NDIS, we have grappled with some complex societal issues during the year including the lack of both accessible housing and transport systems and adequate funding, fundamental issues that currently do not allow our customers to live their best life. It is increasingly hard for our customers to find suitable and affordable accommodation that meets their needs. Multicap, under our Multicap Housing division, oversees a large and growing number of properties that our customers call home.

Many of these are houses Multicap has designed and built and the Board has continued to support our investment in such an important area. Accessible transport is not yet appropriately funded and our customers are at increasing risk of becoming further isolated and unable to access their local communities. The Board, in recognising this gap, has also continued to invest in our fleet and subsidise transport for our customers during the year.

Our Directors have each made significant contributions in time and expertise to assist us deliver on our Strategic Priorities, and we greatly value their skill and advice. During

the year they have reviewed and updated all Multicap's Governance documentation to ensure it is contemporary and fit for purpose, reviewed the organisation's strategic risks, endorsed the changes to the organisational structure, approved the 2018-19 operational budget and invested time ensuring the annual work plans for the three Board committees covered all key areas of consideration required to keep the Board well informed. Directors have also travelled far and wide to meet with staff, customers and their families.

Among the many highlights during the year, two that stand out have been the successful integration into Multicap of north Brisbane service provider CARS and the commencement of service provision to customers in northern NSW.

The Board was very pleased to award Multicap Life Membership status to John Gallimore and Sandra Williams during the year and thanks them for their exceptional service to Multicap and people with disability.

Over the past 56 years Multicap has diversified and matured alongside our customers because we have long realised the importance of partnering with them on their life's journey. We remain an organisation that is here for our customers – all ways and always. Thank you to each of our Directors, thank you to each staff member who has chosen to work with us at Multicap, and thank you to each customer who has chosen Multicap to support them to live their best life.



Michael Roche
Chair

Joanne Jessop
CEO

STRATEGIC REPORT

Customer Feedback



In all parts of our organisation we actively seek out, value and take action from feedback provided by our customers.

During the year the Board and Management team clarified and improved the pathways and feedback mechanisms across the organisation to ensure our customers have easy ways of engaging with us and that their voices are heard. The improved pathways are accessible on our Multicap Website www.multipac.org.au.



Get involved locally

Want to be more involved with Multicap within your local community?

Join our regular forum - the **Local Consultations (LC)**. We want to know what you value and ways we can improve our services. It is also our chance to share information and news with you.

OR become a member of our **Local Area Advisory Committee (LAAC)**. This smaller group interprets all the feedback from the Local Consultations to develop key focus areas for your local community.



Become a supporter

There are many ways you can become a Multicap supporter.



Provide feedback

As part of the Multicap circle of support, it's important to us that you have the chance to share your feedback, share any concerns and make suggestions.



Questions about the NDIS?

We will support you through your NDIS journey. For a confidential conversation contact our Customer Support team.

1300 135 886



Get in touch

For general enquiries or to make changes to your support services speak with your local service team.

1300 135 886

Strategic Plan 2016 - 2021

Our Strategic Priorities and Performance

Our aspiration is to expand the reach of our services in response to the needs of people with disability and their families, driven at all times by our sole purpose.

We have achieved this over the past twelve months by developing new services which meet the changing needs of our customers. We have opened new green-field locations and welcomed C.A.R.S, an organisation with complementary services. We have ensured that we are delivering high standards of services to our customers at all times, and we have provided training and support to our staff who are central to our success.

ONE We have focused on improving the quality of life for people with disability and recognised that our core services will change over time according to the needs of our customers.

What we have achieved

- 96% of our Central Queensland customers chose to continue to purchase services from Multicap through their NDIS plan
- Our customer retention for people in supported independent living was 99.5%
- 254 new customers chose Multicap as their service provider during the year

Our 2018/19 focus

- Support all our customers to successfully transition into the NDIS
- Develop and implement our self-advocacy program
- Measure outcomes for our customers

TWO Our geographic footprint has expanded as we have responded to customer needs and growth opportunities.

What we have achieved

- We have opened a northern NSW Community Hub, refurbished the Murwillumbah Short Term Accommodation house, and welcomed new customers
- We have welcomed C.A.R.S. customers in the north Brisbane area
- We have 35 new customers in supported independent living across Queensland

Our 2018/19 focus

- Establish a new Community Hub in an area of need
- Expand the range of services offered in northern NSW
- Continue to ensure our transport services are sustainable

THREE Our organisation has grown as we have responded to customer needs.

What we have achieved

- We have seen an 19% increase in operating revenue in FY2018
- We have increased our staff numbers and now have 878 employees

Our 2018/19 focus

- Ensure our growth is sustainable and the quality of support remains high
- Engage with our customers so we better understand their needs

FOUR We have focused on attracting and retaining the right staff so our customers are increasingly satisfied, and we have invested in developing our staff so they have the skills needed for their roles.

What we have achieved

- Our staff engagement increased to 68%
- Our front line staff turnover, using the NDS Workforce Wizard, is 6% for permanent staff and 3% for casual staff
- We have provided close to 12 hours of training for each staff person during the year
- We have funded CPR training for all our staff

Our 2018/19 focus

- Increasing our staff engagement by >5%
- Maintaining our front line staff turnover below 5%
- Making it easier for all our staff to be successful in their roles by providing relevant training and support

FIVE We have made sure that our assets enable flexibility in service delivery and that any assets purchased benefit the customers we support.

What we have achieved

- Our FY2018 Return on Assets was 1.4% and our target was 4%
- We purchased new residential properties in Kuraby and Bli Bli
- We have continued with our renovation and upgrading schedule across all assets
- We have a fleet of 96 vehicles to support our customers

Our 2018/19 focus

- Construction of at least four new fully accessible houses
- Better use of technology to enable customers and staff
- Building a purpose-designed accommodation solution for people with Prader-Willi Syndrome

SIX We have maintained a sound and strong financial base and have responded to our changing environment.

What we have achieved

- The FY2018 EBITDA was 3.5% and our target for the same period was 4.1%
- We have generated an operating surplus of \$355,374 (0.7%)
- We have invested in additional staff and resources to support our customers to successfully transition to the NDIS

Our 2018/19 focus

- Our target EBITDA for FY2019 is 2.8%
- Improved utilisation of each of our assets
- Continue to use our operating surplus to deliver on our sole purpose

NDIS

National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is the new Government program supporting people with disability. The Commonwealth-funded scheme commenced in Queensland on 1 July 2016, replacing the State-funded disability system. Delivered by the National Disability Insurance Agency (NDIA), the NDIS aims to improve the lives of people with disability by providing a consistent national approach to funding reasonable and necessary support and giving people greater choice and more control over the services they use.

The rollout of the NDIS entered its second year on 1 July 2017. During the year, Multicap supported customers in Ipswich and Rockhampton to transition into the NDIS, following the rollout in Mackay, Roma and Toowoomba in the first year of the scheme. More than 15,000 Queensland participants entered the NDIS in the first two years.

As customers in north and west Queensland moved into their second year of the NDIS, many positive stories have emerged of customers developing skills, accessing new services and achieving their goals.

Most people are using their funding to purchase core supports – these are supports that enable a person to complete the activities of daily living and include assistance with daily living, transport, consumables and social and community participation.

Data from the first two years is showing that people have only used just over 50 per cent of the funds available to them in their plan. Multicap staff are assisting customers to understand how to get the best out of their plans and access everything they need.

According to the NDIA, the primary disability for the majority of people currently accessing the NDIS in Queensland is autism (26%) and intellectual disability (23%). Other common disabilities include Down Syndrome (5%), psychosocial disability (8%), Cerebral Palsy (6%), developmental disability (5%) and other physical and neurological disabilities (11%).

Forty per cent of Queensland participants are aged 20-54 years, with 31 per cent aged 7-19 years, 15 per cent aged 55-64 years, 13 per cent are 0-6 years, and one per cent are aged 65 years and over.

Southeast Queensland transition

During 2017-18 the NDIS journey for Multicap customers and staff gained significant momentum as Queensland approached the third and final year of the NDIS roll out. Transition into the NDIS was heavily weighted to year three in Queensland when approximately 70,000 people in the state's southeast are expected to access the scheme.

Multicap has a team of six people working full-time on supporting our customers prepare for and attend their first NDIS planning meeting to ensure they receive support plans that meet their needs. We know that the more prepared our customers are, the more likely their first plan will contain what they need. We are also assisting people who have requested a review of their plan when it no longer meets their needs. Transitioning into the NDIS is not without its challenges and we are all learning how to navigate the new scheme together.

Multicap NDIS transition QLD

Year 1 (2016-17) – Mackay, Roma & Toowoomba

Year 2 (2017-18) – Ipswich & Rockhampton

Year 3 (2018-19) – South-East Queensland

Multicap NDIS transition NSW

Year 1 (2016-17) – n/a

Year 2 (2017-18) – Northern NSW

Year 3 (2018 onwards) – NDIS operating state-wide

LIVING MY BEST LIFE

Ivy's story



Nineteen year old Ivy embraces every opportunity in life. So when it came time to move from the family's cattle property in remote Queensland to the city of Brisbane, it was no different.

'Ivy is such a happy go lucky girl, she embraces every activity and opportunity,' her mum, Nina said. Ivy's family made the decision to move her into supported independent living (SIL) with Multicap in Brisbane after she graduated from Mackay District Special School in December 2017.

"I noticed a growing trend of parents sending their children to Brisbane," Nina said. "It's much easier for us to visit Ivy in Brisbane as it's only a short plane trip from Emerald (which is close to the family home) compared with a nine hour round trip to Mackay from home."

Brisbane, Nina says, will also suit Ivy's need for new experiences. "Ivy has a high need for socialisation and activity and craves new experiences. We just don't have the scope to offer her that in a rural area."

Ivy's family worked with the National Disability Insurance Agency and Multicap teams to finalise her revised NDIS plan – Ivy was Multicap's first Mackay customer to get an NDIS plan in 2016 - and find a suitable home in Brisbane. After several trips to Brisbane to familiarise Ivy with her new home and support workers, she officially moved to Redland Bay in February 2018.

"I was a little anxious at first," Nina said. "But I also know it's the best thing for her – she has to be given the opportunity to get out there and have her own life."

Ivy's weeks are full of activities from yachting, beach walks and swimming, to dancercise, trips to the city, movie and dinner nights.

"Ivy can't talk so she can't tell me what she's been up to," Nina said. "But the Multicap staff send me an email once a week telling me what Ivy has been doing and how she is. I look forward to that email and hope that one day we can work out a way for Ivy to communicate that information to me herself – that would be so wonderful."

Community Access Respite Service (C.A.R.S.)

CARS and Multicap come together

"CARS really listen to their customers and are very supportive of their needs. The organisation has an extremely individualistic approach and have always treated their customers as people and not just numbers in a system," CARS Life Member Melissa said.

In 1994, a family on the north side of Brisbane was struggling to find much needed support for their son living with a disability. After speaking with fellow parents of children with disability, lobbying government and connecting with the local community, Community Access Respite Services (C.A.R.S.) was born.

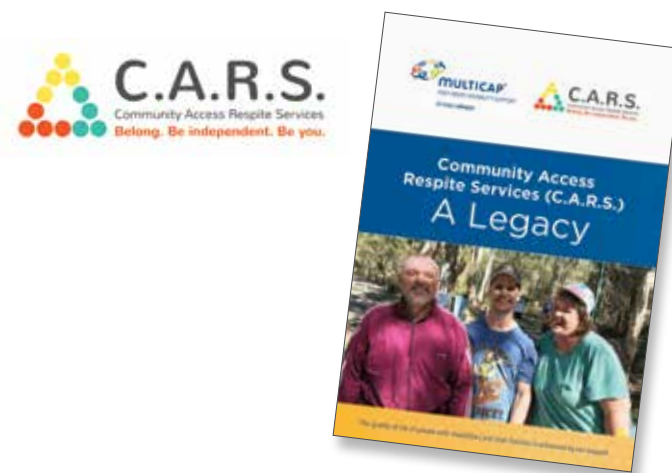
By 2017, some 20 years later, CARS had flourished and employed more than 100 disability support workers supporting over 170 valued customers and their families on the north side of Brisbane.

In August 2017, with the Brisbane rollout of the NDIS less than a year away, CARS looked to join fellow disability support service providers that aligned with their ethos and vision. Ultimately, Multicap was identified as a perfect match. Discussions commenced in October of that year between the Multicap and CARS Boards and by January 2018, Multicap and CARS had officially come together. The CARS brand will continue as a division of and supported by Multicap. Multicap has recently produced a booklet that records and honours the rich history of CARS.

CARS customers now have greater access to a range of service options including housing, in-home support, social activities through our social experience specialists Avegates, and employment opportunities in our social enterprises.

As Brisbane transitions to the NDIS, CARS customers can be confident that we have strong governance and the financial and management to ensure a successful and seamless transition. We are also able to achieve efficiencies across CARS services by providing access to Multicap systems and processes, meaning more support for people with disability.

C.A.R.S. has a proud history of enhancing the lives of people with disability by providing flexible, responsive and individualised support services.



LIVING MY BEST LIFE

Ruth's story



At 22 years of age, Ruth has the world at her feet. Fiercely independent and driven to achieve her goals, she is determined to prove she can do anything she sets her mind to. "I am determined to not let my disability get in the way of life and achieving my goals," she said.

In the past few years alone Ruth has achieved some major goals - graduating with a Certificate III in Animal Studies from TAFE and moving out of home for the first time.

"I want to prove to the world that I can live independently even with my autism barriers," she said. "My parents are great but I can make my own rules now and am more responsible - even Mum agrees."

Ruth is now working towards learning Auslan (Australian sign language) before she loses her hearing so she can communicate with people who are deaf.

She would also like to get a job as a farrier. "I love horses and I have a magical touch with animals," Ruth, who volunteers at the Cat Cuddle Café in Red Hill, said.

And once Ruth gets a job, she plans to marry her fiancé, Thomas. "We were supposed to get married in September 2018," she said. "But I have decided that we will get married in 2020 as I want to get a job first. Thomas says he would marry me tomorrow - we work so well together."

The couple live together independently, with domestic assistance from Community Access Respite Services (C.A.R.S.). "Our support worker, Brian, comes to the unit for one and a half hours a week and helps us keep the unit clean and tidy," Ruth said. "I am so grateful and Brian does an awesome job."

Living independently and completing her TAFE studies are among the personal achievements Ruth is most proud of.

"I am really proud that I have a relatively normal life with my fiancé sharing a home together and planning our future, which includes having children," she said. "Even though a lot of people don't think we can do this, I know I will achieve this with Thomas one day."

OUR CUSTOMERS



SUPPORTED INDEPENDENT LIVING

For more than 45 years, Multicap has been providing supported accommodation, now better known as Supported Independent Living (SIL).

Through a variety of owned and rented accessible homes, we offer people with disability the opportunity to live independently in a safe, comfortable environment. It's not just about finding a bed for someone—it's about creating opportunities for people to thrive and pursue their goals, whatever they may be.

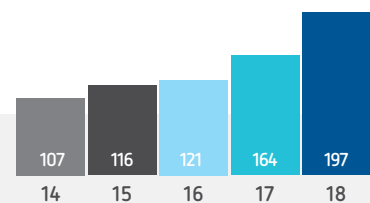
To ensure our customers have every opportunity to live the life they choose, Multicap takes a unique approach to Supported Independent Living. We take the time to understand the needs and desired outcomes of each customer so we can find the best living environment for them.

Our in-depth interviews with customers and their families, help us to understand how the customer wants to spend their weekends, who they'd like to live with, the type of support they need, their favourite pastimes, whether the location of a home is convenient to their work and social activities.

We take great care in curating shared living environments, taking into consideration customers' individual circumstances to ensure their homes are places of shared vision and lasting memories. Each home has a dedicated team of Disability Support Workers. Each team member regularly works at the same house, helping to provide a stable environment of familiar faces for our customers.

35 

ADDITIONAL CUSTOMERS
moved into Supported
Independent Living.



197 people 

IN SUPPORTED
INDEPENDENT LIVING

a 17% increase from last year (164).

1,644,420

HOURS OF SUPPORT PROVIDED
IN MULTICAP HOMES.

LIVING MY BEST LIFE

Michael and Rhys' independence improving in leaps and bounds



Multicap customers Rhys and Michael have come a long way in a short time.

Since reuniting in 2014 in emergency accommodation in Brisbane, to today—inseparable house mates building life skills at one of Multicap's Supported Independent Living (SIL) houses in Calamvale.

Disability Support Worker Susan said Rhys and Michael went to school together and arrived in emergency accommodation around the same time. "We could see they liked each other from the start because they would follow each other around. Our challenge was to move them out of their Short Term Emergency Placement (STEPS) into a more permanent home they could share."

Finding suitable and affordable long-term homes for Multicap customers is always a joint effort between multiple stakeholders. In Rhys and Michael's case, Multicap wrote to the Department of Communities, Disability Services and Seniors in September 2017, requesting SIL support funding for the pair. Within a few months of

the funding request being accepted, Multicap's tenancy manager had secured Rhys and Michael their new fit-for-purpose home.

Twelve months down the track, Rhys, 26, and Michael, 29, have settled into their new home and a new routine.

Rhys' parents Ros and Tony said Multicap staff had developed a great rapport with their son. "It's been wonderful – the staff are very well trained and have worked hard to develop a rapport with Rhys and Michael," she said. "So he is now happy to allow staff to manage his self-care (hair brushing, shaving etc) and is starting to do more grown up things like sit at the table – we are really happy to see this."

Ros said her son's independence had improved in leaps and bounds. "Rhys is in a place where he is happy and that makes our journey easier," Ros said. "He's always happy to see us, but he's also happy to go back in the door to his new house and that's all we could want as parents."



COMMUNITY
HUBS

At the heart of Multicap is our Community Hubs – a local meet-up centre for customers to get together, learn new skills and take part in a variety of social experiences.

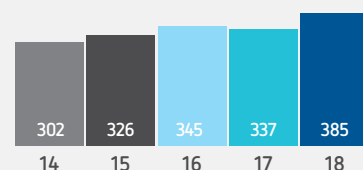
In March 2018, Multicap opened its first Community Hub in New South Wales. The Tweed Heads Community Hub was officially opened by Multicap Chair Michael Roche. The fully-renovated space is located on Greenway Drive and offers a range of support, resources and activities.

Much like a home away from home, Multicap's Community Hubs are places of transformation, learning, friendship, growth and importantly, fun.

Community Hubs are set up in 14 central locations including the major regional centres of Rockhampton, Mackay, Ipswich, Toowoomba, Tweed Heads as well as in the Sunshine Coast region. A further seven are dispersed throughout the greater Brisbane region.

Our Community Hubs are fully accessible, designed to facilitate access to resources and a range of activities including sports, arts and craft, life skills classes and music.

CUSTOMERS USING OUR
COMMUNITY HUBS



240,956



COMMUNITY HUB ACTIVITY
HOURS THIS YEAR.

14



THE TOTAL NUMBER OF
COMMUNITY HUBS FOLLOWING
THE OPENING OF TWEED HEADS.

LIVING MY BEST LIFE

A new chapter for Bobby



Finding the right Community Hub for their son has been a long and often frustrating journey for Srdjan and Radoslavka. But they've found the 'best place' at Multicap's Eight Mile Plains Community Hub.

Since Slobodan – or Bobby as he's known – started at Eight Mile Plains he's been happier and more engaged. "The change was immediate," Srdjan said. "All I want is the best for Bobby and we've found that now."

Multicap Service Leader Liam has been integral in Bobby's change. "Liam has helped us more in two years than anyone has in more than 20 years," Srdjan said.

The family first met Liam when they moved to Queensland in 2016 – after years interstate trying to find the best support for Bobby – and started at the Mount Ommaney Community Hub.

When Liam moved to work at Eight Mile Plains in 2018, the family followed.

"The group at Eight Mile Plains Community Hub is larger, so this has given Bobby more opportunity to integrate with people his own age," Liam said. "The change has helped Bobby's social development and behaviour. He's tried a lot more and he's a lot happier and more engaged. We just want him to keep building relationships with his peers and trying new things to build independence."

Bobby's activities with the Community Hub range from swimming, fishing and sailing, to bush walking and ten-pin bowling. His activities also focus on his talents of music and art. Bobby, 29, now also catches the bus from home to Multicap five days a week, saving his parents almost two hours of travel every day.

"He's doing really well on the bus and is enjoying the activities, particularly swimming," Srdjan said. "We will continue to assess and adjust along the way, but for now, he's doing well. This is a new chapter for us."





SHORT TERM ACCOMMODATION (formerly known as Respite)

In October 2017, Multicap's fully renovated accommodation in West Street, Toowoomba, was officially opened. It includes a fully accessible four bedroom house for short-term accommodation and a one bedroom unit for supported independent living (SIL).

Multicap also renovated its house in Murwillumbah during the year for short-term accommodation and holidays. The four-bedroom house is fully accessible and is located close to town, the beach and national parks.

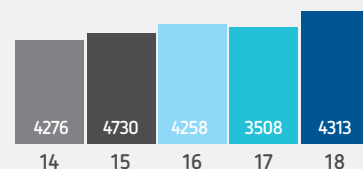
Multicap's Short Term Accommodation (the new term for Respite) is the product of listening to our customers' needs for more than five decades.

Whether their stay is to focus on achieving a goal like learning to cook, trial living out of home for the first time, or facilitating access to local services, our Short Term Accommodation is individually tailored so our customers feel right at home.

Multicap offers full-service packages that encompass meal preparation and laundry, through to more independent options that aim to support customers to build new skills and achieve their goals. Multicap also offers getaway packages within our Short Term Accommodation services.

Our Short Term Accommodation services are located throughout Queensland and northern New South Wales.

SHORT TERM ACCOMMODATION NIGHTS PROVIDED BY MULTICAP



20

AN ADDITIONAL 20 CUSTOMERS
ACCESSED SHORT TERM EMERGENCY
PLACEMENT SERVICES (STEPS)

LIVING MY BEST LIFE

Merry's home away from home



Miss Merry, as she is affectionately known by Multicap staff, is loving her home away from home.

After losing most of her ability to walk, Merry moved into short-term accommodation with Multicap in January 2018.

"She'd been in hospital for 5 months but she couldn't stay there and I wasn't able to look after her at home anymore," her sister Judy said.

"We heard about a place with Multicap in Toowoomba and while it's a long way from our home in Ipswich, it was a relief for us to find Merry a place and know she was being well looked after. We need her to be closer to home but until that happens we're fortunate that she's been able to stay."

While Multicap helps Merry search for permanent accommodation in Ipswich, the 50-year-old has settled into her accommodation in Toowoomba.

Multicap Service Manager Angela said Merry had gained confidence and made unexpected friendships with other Multicap customers.

"When I first met Merry she was timid and uncertain," Angela said. "But now she's settled and is herself. You can have a laugh and a joke with Merry – she has a beautiful, gentle soul."

While Merry has lost her ability to crochet and knit – she used to make beautiful rugs – she still loves to draw and help out in the kitchen. "Miss Merry also loves to get out and about to go shopping, and go to a café or the park," Angela said.

With encouragement from staff, Merry continues to walk short distances at home.

With two of Merry's three siblings living in Ipswich, the family will be pleased to have her back in her home town. "But for now, she's content and that's all we can ask for," Judy said.



COMMUNITY CARE SUPPORT

Multicap's Community Care Support aims to give customers greater independence both at home and in the community.

Services include everything from support with personal care, domestic assistance and learning life skills such as cooking, companionship and social outings.

Support can be offered regularly, or occasionally – depending on the needs of the customer and their family. It may involve assistance with meal preparation, attending a regular fitness class together or simply a walk and a coffee; there are many ways in which we are there for our customers.

Multicap's specialised team works with our customers to ensure they find the right type of support and the right person to support them on their journey.

353 
PEOPLE ACCESSED COMMUNITY CARE SUPPORT

64,001 HOURS 
OF COMMUNITY CARE SUPPORT
provided by Multicap this year.



SUPPORT COORDINATION

Multicap's Support Coordination Service assists customers to get the most out of their NDIS plan.

Support Coordinators work with eligible customers, their families and stakeholders to develop their NDIS plan and properly budget within their funding.

Operating as a separate division of Multicap, the service can include liaising with a wide range of service providers, coordinating services, negotiating costs, timing and methods of services and arranging assessments that best suit each individual person's needs.

Support Coordinators will also work with customers to understand the funding framework, monitor NDIS plans and work to review customer goals prior to the first planning meeting and subsequent reviews, amongst a variety of other outcome-driven duties.

Multicap is registered with the National Disability Insurance Agency (NDIA) as a Support Coordination provider. Coordination teams work collaboratively with service providers, to ensure each provider is working towards achieving the NDIS customers goals.

108

CUSTOMERS RECEIVED SUPPORT COORDINATION TO PLAN FOR THE NDIS TRANSITION

With the bulk of the market still transitioning we expect the numbers to be significantly higher in 2018-19.





ASSISTED EMPLOYMENT

Multicap is dedicated to providing meaningful employment opportunities and ongoing training for people with disability.

Guided by the vision that everyone deserves the independence, skill development and satisfaction of having a job they enjoy, Multicap is committed to delivering long-term, viable employment services for customers.

With a focus on independence and personal growth, Multicap champions employment opportunities such as workplace skills training, work experience and assisted employment across its four social enterprises: Monte Lupo, Makeables, Laundretto and Multisnacks.

Multicap employs more than 90 people with disability across multiple sites throughout southeast Queensland gaining skills in hospitality, packing and assembly, small business and customer service.

As fewer than two per cent of people with disability currently have employment in their NDIS plan, Multicap is working hard to create more jobs.

In November 2017, ten artists from Monte Lupo were invited to Parliament House in Brisbane for the launch of their Nativity scene artwork and Christmas tree decorations. Parliament House staff loved the Nativity scene so much they purpose-built a stable so the artwork can remain as a permanent fixture during each festive season.

5,907



COFFEES AND DRINKS WERE SOLD
THIS FINANCIAL YEAR

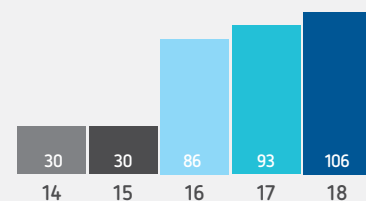
Sold between the Eight Mile Plains
and Banyo Monte Lupo Gallery Cafés,
and Coffee Carts

106



ASSISTED EMPLOYEES

across 11 Social enterprise businesses.



\$3,592,517

MILLION

OF DIRECT ECONOMIC BENEFIT
TO AUSTRALIA

\$947,416

IN REVENUE FROM OUR 3767
CUSTOMERS

LIVING MY BEST LIFE

More than 45
combined years
working for
Multicap



Robert M and Robert Mc are familiar faces at Multicap. Combined, the supported employees have reached more than 45 years of service.

Both Roberts work three days a week at Makeables Rocklea – a Multicap social enterprise - in packing and assembling.

Robert M said he was happy to reach the 25-year milestone having started at Mylestone Solutions before it became part of Multicap in 2015.

"I like coming to work at Makeables – I like meeting new people," he said.

Makeables Business Manager Joshua Walsh said it is a pleasure to work with both of these gentlemen.

"I have worked shoulder to shoulder with both Roberts and they are hardworking, personable and enthusiastic members of the team," Joshua said.

"They are proactive, engaging and actively strive to deliver a high standard of work. They are a credit to the Multicap family."





POSITIVE BEHAVIOUR SUPPORT

Sometimes, people with an intellectual disability can use behaviour that presents a risk to themselves or others. The most appropriate and effective response to this behaviour is called Positive Behaviour Support.

Positive Behaviour Support seeks to not only reduce the impact of troublesome behaviour, but to increase overall quality of life. This is because a good life is more than just the absence of harm. It's about family, friends and connection to your community.

In some situations, the person may also require the use of interventions that keep them safe in the short term. This can include things like medication or preventing access to dangerous items. Whilst these practices can be important for a person's safety in the short term, they do not address the cause of a person's concerning behaviour, and they can limit the rights and opportunities that most other people enjoy.

As such, it is important that these practices are not used for longer than is absolutely necessary. To assist with limiting the use of these Restrictive Practices, they are heavily regulated by the Disability Services Act. This regulation means that Restrictive Practices must be approved by external authorities, reported on regularly, and linked to Positive Behaviour Support to ensure they can be reduced or eliminated.

Multicap has an experienced Positive Behaviour Support Team who collaborate closely with families, carers and other stakeholders to reduce the impact of concerning behaviour.

We develop Positive Behaviour Support plans and train frontline carers in their implementation and provide ongoing support and training to ultimately improve our customer's quality of life. Where it is necessary to use Restrictive Practices, Multicap adheres to all areas of the legislation, including seeking the appointment of guardians, accessing relevant approval, and reporting monthly to the Department of Communities, Disability Services and Seniors on all episodes of use.

26

CUSTOMERS WITH POSITIVE BEHAVIOUR
SUPPORT PLANS THAT DO NOT INCLUDE
RESTRICTIVE PRACTICES

98

CUSTOMERS WITH A POSITIVE BEHAVIOUR
SUPPORT PLAN DEVELOPED BY MULTICAP
include those who require restrictive practices

LIVING MY BEST LIFE

Camilla's story



Camilla's Disability Support Worker David couldn't be more proud. To see Camilla surpassing expectations and achieving so much in such a short period of time has been incredibly rewarding.

"I'm so proud of Camilla," David said. "We're getting out and about all the time now and we're able to expose her to new experiences."

Learning to use public transport, taking a trip to the airport, regular park fitness and group swimming are among these experiences.

Multicap Service Leader Liam said changes to Camilla's support had enabled her to get back into the community.

"We have recruited staff to work specifically with Camilla and developed a Positive Behaviour Support program that is consistently being followed at her home and in the community," Liam said.

"This approach has been very successful so far, giving Camilla more choice and control over her life."

Camilla is even back doing one of her favourite pastimes – dining out for lunch. "She loves to dine out but in the past there had been some behavioural issues," Liam said. "Camilla is now able to go to a cafe and sit down to eat her meal – she now appreciates what is expected. She seems much happier now that she is back out in the community doing the things she loves and taking part in social peer groups."

Camilla's mum Emma is delighted with her daughter's progress. "I have noticed a change in Camilla and it's great," Emma said. "I am happy that she is out in the community and having time with her peers."

Most of all, Emma is pleased that Camilla is developing skills that will help to keep her safe.

"I am so proud of her," she said. "To see her safe and happy is all I could ask for."



The choice to live independently and participate fully in all aspects of life is the right of every person with disability, as clearly outlined in the United Nations Convention on the rights of persons with disabilities, to which Australia is a signatory. Yet far too often appropriate accommodation isn't available and the only options for people are to stay at home with family, live in residential care or stay in a public health facility.

Multicap Housing aims to close this gap by providing landlord and property management functions that increase the range of appropriate housing for people with disability. We believe that everyone has the right to live in their own home.

Multicap Housing provides accommodation options in Brisbane, the Sunshine Coast, as far north as Mackay and Rockhampton, west to Emerald and Roma and south to the Gold Coast and northern New South Wales. Many of these are fully accessible properties Multicap Housing has purpose designed and built, as well as houses owned by other community housing providers, facilities owned by Department of Housing and Department of Communities, Disability Services and Seniors and a range of privately owned rentals.

Multicap Housing has an ongoing program of capital investment in accessible accommodation and during the year has made significant investments in constructing and purchasing new homes for people with disability. Multicap Housing also furnishes the commonly used areas of most houses, providing furniture, kitchen appliances and whitegoods to minimise the costs for each customer seeking to explore their housing independence.

THROUGHOUT THE YEAR, THE MULTICAP HOUSING PORTFOLIO GREW WITH THE PURCHASE OF A HOUSE IN ALPITA ST, KURABY.

The house was purpose-built for a person with disability, making it ideal for Multicap.

APPROVAL WAS RECEIVED TO BEGIN CONSTRUCTION OF TWO, FOUR BEDROOM HOUSES IN FINUCANE ROAD, ALEXANDRA HILLS.

The project- expected to be completed in late 2018 - is jointly funded by Multicap and the Queensland Government through its Elderly Parent Carer Innovation Initiative.

People eligible for consideration as tenants are people with a disability aged 30 years or over, who have a parent aged over 65 years, or an indigenous parent 50 years or older.

MULTICAP IS WORKING ON A NEW HOUSING DEVELOPMENT IN ORMEAU which will create homes for up to 7 people.

MULTICAP PURCHASED AN EXISTING RESIDENTIAL DWELLING ON A LARGE ALLOTMENT IN TOOWOOMBA

which has been developed for use as a Community Hub, Short Term Accommodation and includes a one bedroom unit.

THE MULTICAP PROPERTY AT 25 NORTH ARM ROAD, MURWILLUMBAH HAS BEEN FULLY RENOVATED

and will be used for Avegates holiday programs and Short Term Accommodation.

204



204 BEDROOMS IN SUPPORTED INDEPENDENT LIVING HOUSES.

64



INDEPENDENT LIVING HOUSES HAVE BEEN CREATED BY MULTICAP.

LIVING MY BEST LIFE

From short-term accommodation to independent living



Multicap's short-term accommodation has been a lifeline for Ross and his mum Kathy. For the past eight years, Ross has spent three days a month at Rockhampton's short-term accommodation, building his independent living skills and giving his mum some respite.

"It was like a holiday for Ross," Kathy said. "He always loved it and didn't want to come home."

Kathy, 57, had been taking care of Ross his entire life - by herself for the past 5 years. "It was getting to be too hard - he's an adult," she said.

While Kathy, with the support of Multicap and the State Government, began the search for a permanent home for Ross, the 23-year-old spent more time in short-term accommodation. "Each time he came home I noticed the new skills he had learnt from the staff at Multicap," Kathy said.

In May 2018, Ross's NDIS plan was reviewed and he received funding for 24-hour support. In the same month, Multicap found a housemate for Ross and the pair moved into their new home in Rockhampton. Ross now also

receives funding for community access, occupational therapy, speech pathology and behavioural support funding.

Rockhampton Service Manager Darren said Ross had settled in to his new home and routine. "We are focused on building on Ross' strengths like personal care and independent living skills - he's now assisting with meal preparation. We are seeing small steps of progress in a short time."

Ross' mum Kathy said everything had fallen into place. "He seems happier and has a better quality of life," she said. "And I know he is being looked after- that's a huge relief for me."

The relationship between Kathy and her son has also changed. "We see each other as mother and son rather than mother and carer," Kathy said. "It's nice to be able to see him the way I see my other kids."

LIVING MY BEST LIFE

Brendan's story



Brendan is a familiar face among the Multicap community in Mackay. For the past 10 years, he has lived in Supported Independent Living with Multicap – an environment he loves.

"It's always been a goal of mine to see Brendan live in his own housing," Brendan's mum Maritta said. "When he was ready to leave home and find his own level of adult independence, everything fell into place with Multicap."

Throughout the year, Brendon transitioned to the Multicap Hub in Mackay, attending twice a week for cooking, music and craft.

Service Manager Michele sees Brendan every week at the Hub and at his home.

"Brendan is very settled at home and loves his time at the Hub, particularly the music program," Michele said. "He's very social and quite boisterous – we always know when Brendan has arrived."

Along with his three-day a week job as a supported employee, Brendan is now horse riding once a week.

"Multicap has continued to support Brendan in all he does. He has learnt so much – things he wouldn't have learnt at home – and is supported with so many opportunities including traveling to Canberra to visit us during the holidays," Maritta said.

"He now has a nice balance of meaningful work and life and it is because of the staff at Mackay that this is possible."

"They think outside the box and continue to provide support and opportunities for Brendan each and every day."

New Housing in 2018

Brand new housing in Alexandra Hills approved

Approval for construction of Multicap's brand new Alexandra Hills accommodation was received this year.

The two, four bedroom houses in Finucane Road will include two bedrooms, with fully accessible bathrooms, plus a third bedroom with dedicated bathroom and a carer's bedroom.

The design includes multiple living areas and outdoor living.

The project is jointly funded by Multicap and the Queensland Government through its Elderly Parent Carer Innovation Initiative.

People eligible for consideration as tenants are people with a disability aged 30 years or over, who have a parent aged over 65 years, or an indigenous parent 50 years or older.

The accommodation is expected to be finished in early 2019 and will give customers with disability a place to call home – a place that will allow them to feel safe and supported.

Living independently also gives people more choice and control over their circumstances, and the chance to achieve their personal goals, providing them with stability and hope for the future.

The Finucane Road houses will be close to transport, a shopping centre, parks and the Raby Bay foreshore.

Being able to provide sustainable, long-term living arrangements for people with disability is one of Multicap's core goals.

Construction is due to commence in late 2018.



AVEGATES

SOCIAL EXPERIENCES AND ASSISTED HOLIDAYS

Multicap's social experience specialists, Avegates, provides people with disability opportunities to experience social activities and holidays. From camping trips and cruise holidays to movie nights and discos, Avegates turns dreams into reality.

Avegates Manager Marcarla said Avegates aimed to broaden horizons for people with disability.

"New experiences and going outside of your comfort zone while hanging out with your mates and having fun – that's Avegates," Marcarla said.

In October 2017 more than 70 customers dressed in their Halloween best for the Halloween Gala Ball, which was Avegates' first themed gala ball.

Held at the Beenleigh RSL, the gala ball was the night of nights on the Avegates calendar.

"Going to a ball is something many of us take for granted," Marcarla said. "For our customers, this is a whole new experience and the biggest night of their year."

In December, the Avegates choir was invited to sing at Parliament House in Brisbane at the launch of the Monte Lupo Arts Nativity scene.

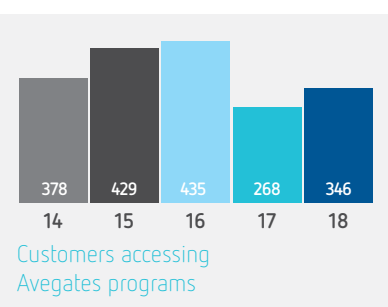
In March 2018, the Avegates Jet Ski day was one of a number of highlights of this year.

Held at Paradise Point on the Gold Coast, the event attracted more than 50 customers – many had never been on a jet ski before.

"This was the best day – to see so many people having so much fun and helping each other out was just amazing," Marcarla said.

Other highlights of the year include camping at Thunderbird Park, a cruise to the Whitsundays and a holiday at Surfers Paradise on the Gold Coast.

Avegates is run by a team of social experience specialists who work closely with customers and their families to facilitate real-life experiences that build skills, friendships and memories.



346 customers

ENJOYED SOCIAL EXPERIENCES WITH AVEGATES WHICH COMPARES WITH 268 CUSTOMERS LAST YEAR.

This is a 29% increase from last year



OUR STAFF

Organisation Review

Staff Engagement

Multicap aims to be an employer of choice by valuing staff and providing a great place for people to work. We know our customers will have improved satisfaction by us attracting and retaining the right staff and ensuring staff development meets customer and organisational needs.

This year Multicap staff were again invited to participate in the Aon Hewitt Best Employers' staff engagement survey giving people their say in what we need to stop, start and continue doing.

Overall, the engagement score increased from the 2017 survey by 11 points to 68 per cent. Multicap's engagement score is now within the top quartile of Australian and New Zealand companies.

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

- Communication – employees have the right information at the right time to do their jobs
- Performance Management – performance management systems are effective
- Senior Leadership – employees believe leaders are effectively leading and making good decisions
- Enabling Technology – employees believe the technology provided allows them to be productive as possible

- Rewards & Recognition – employees believe they are appropriately recognised for their contributions

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 12.7 hours of training per full-time equivalent (FTE).

Skilling Queenslanders for Work (SQW) Program

Multicap is proud to be part of the Queensland Government's Skilling Queenslanders for Work (SQW) Program. Under the initiative, Multicap delivers a Certificate III in Individual Support to Queensland job seekers enabling them to enter and stay in the workforce.

Multicap has successfully obtained further funding to continue the program throughout 2018-19 with a further 40 places available. The program is a key element of Multicap's staff attraction strategy.

Employee numbers

Multicap ended the year with 878 employees (35.3 % male and 64.7 % female) an increase of 338 positions which represents an approximate 63% increase on last year. Fifty-seven per

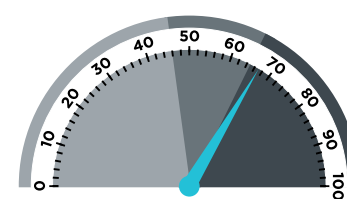
cent of the workforce (500 employees) are employed on a permanent basis (either part-time or full-time) with the remainder being casual employees. All the C.A.R.S. staff were casual and we are in the process of offering some of them permanent roles over the coming year.

USA Scholarships

During the 2018 year, Cherryl Baker and Lynda O'Toole were each awarded scholarships valued at \$4000 through Ability First Australia to experience an exchange to the Easterseals Affiliates in the USA. Cherryl visited disability arts employment organisations in four locations in the USA in July 2018 to share our experiences and learn from theirs. Lynda plans to travel to the USA in October 2018 visiting providers in Denver and Hawaii. Alex Flugge and Joel Guest also were awarded AFA scholarships to travel to the USA in the 2017 year. Multicap contributes to these scholarships with additional funds.

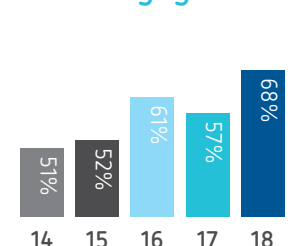
FORTY STUDENTS PARTICIPATED IN THE SQW PROGRAM IN 2017-18 WITH 85 PER CENT GRADUATING WITH A CERTIFICATE III IN INDIVIDUAL SUPPORT.

Thirty-two graduates gained employment, of which, almost two-thirds (63%; 20 graduates) were employed by Multicap, with a further 12 graduates employed by other organisations.

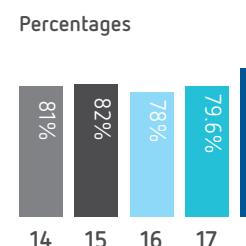


Multicap's overall staff engagement score for 2018 was 68%

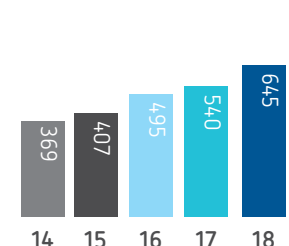
Staff Engagement



Staff Retention



Staff Numbers FTE



Staff Recognition

Multicap Celebrates

Multicap celebrated its 55th anniversary with the inaugural Multicap Celebrates Awards Dinner. More than 300 staff from as far as Mackay, Roma and Northern New South Wales attended the event at the Brisbane Convention and Exhibition Centre on 10 November 2017.

His Excellency, the Honourable Paul de Jersey A.C., Governor of Queensland, presented certificates to each of the 10 winners of the Multicap Staff Excellence Awards categories, along with graduates of the Skilling Workers for Queensland Program.



Staff Excellence Award winners included:

Assisted Employee Award
Quality award
Safety Award
Outstanding Team Award
Healthy Team Award
Outstanding Support Worker Award
Innovation Award
Leadership Award
Rookie of the Year Award
Volunteer Award

Kim Green, Monte Lupo Arts
 Elsie Robinson, Capalaba Administration Assistant
 Nathan Peters, Assisted Employee, Monte Lupo
 Roma accommodation
 Mallory Doust, Specialist Services Planner
 Shelley Baker, Morayfield
 Brian Macfarlane, Procurement and Transport Manager
 Sharon Rowe, Pine Rivers
 Leanne Hilton, Pine Rivers
 Bob Russell

Employee Numbers

CASUAL	FULL TIME	PART TIME	TOTAL
132	45	133	310
249	96	223	568
TOTAL 381	TOTAL 141	TOTAL 356	TOTAL 878

New jobs created

a 17.86% increase on last year



Average Salary*

BY GENDER	Male	Female
	\$50,436	\$55,919
BY EMPLOYMENT	Full-time	Part-time Casual
	\$70,049	\$49,325
		\$26,773

*Excludes superannuation 9.5%, and where relevant annual leave and personal leave.

Frontline staff versus Managers

A total of 726 frontline staff – 82.7% of total employees

Our Staff

Feature Stories



Joseph Varkey



Raveena Moses



Fiona Haynes

Joseph Varkey

With Multicap for five months

Joseph isn't one to sit idly. So when he was unable to find a job after arriving in Australia in early 2015, he was frustrated.

"I was surprised I couldn't find a job," Joseph said. "I tried my best to get a job in administration. I did two courses at TAFE (Certificate III in Business Administration - Finance and Medical), but I don't think it had any impact on my search for a job."

Joseph had worked in administration for a multinational in India and in healthcare in Ireland, where he and his family lived for nine years before moving to Australia. He took a casual position as a petrol station attendant in Brisbane but ultimately, it wasn't the type of work he wanted.

"A friend told me about the Skilling Queenslanders for Work (SQW) course and two weeks after applying, I started," Joseph said.

The father-of-two began the 17-week SQW course in January 2018 at Multicap's Eight Mile Plains campus. "The SQW lecturer was excellent, and the course co-ordinator, Kate was very supportive. She took the time and effort to make sure everyone was comfortable," he said.

The time between Joseph finishing the course and starting a job was literally two days. He finished the course on a Friday and started work with Multicap first thing Monday morning at the Eight Mile Plains Community Hub. "I was so happy to get the job, I took my family out to celebrate," Joseph said.

Joseph is a disability support worker (DSW) working across the Multicap Hubs at Eight Mile Plains, Mount Ommaney, Calamvale and Kuraby, as well as at Ford and Apex house.

From creating a clean environment for customers and cooking their meals, to supporting customers on outings with others from the Multicap Hub, Joseph likes all aspects of his job.

"I like being able to support people with disability, the money is only secondary."

MULTICAP IS PART OF THE QUEENSLAND GOVERNMENT'S SKILLING QUEENSLANDERS FOR WORK (SQW) PROGRAM.

Upon completion, the program delivers a Certificate III in Individual Support to Queensland job seekers, enabling them to enter and stay in the workforce.

Raveena Moses

With Multicap for 15 years

Raveena Moses had her heart set on a career as a youth worker. That was until her first experience with a disability service provider.

"Youth work was my focus while I was studying at university but I went on a placement with a disability service provider and that's where it all started," Raveena said. "I realised this is where I want to be."

Fast forward 16 years to today and Raveena is Multicap's Regional Manager for North Brisbane and Community Access Respite Services (C.A.R.S.). She joined the organisation five years ago when Multicap took over the Moreton Bay Regional Council's Pine Rivers Disability Program – where she had worked for the previous 11 years.

"I started as a disability support worker (DSW) while I was still studying at university," she said. "That's a huge benefit for me now as a manager because I can understand the role of DSW's. I can really support them from the perspective of having been in their shoes."

Since starting with Multicap initially as a service manager, Raveena has had the opportunity to work as the National Disability Insurance Scheme (NDIS) Transition Manager before her most recent promotion to Regional Manager.

"I am grateful to have the opportunity to progress my career with Multicap," she said. "It's a great organisation for growth and career progression."

Foremost for Raveena, is providing opportunities for customers. "Seeing our customers achieve their goals and dreams is what I love most," she said. "Everybody has the ability to succeed."

Raveena is also happy with having had the opportunity to know many of her customers since they were just five years old. "Because I have worked in the same region for so long, I have known many of the customers for 16 years and am now seeing them transition to Hub services and moving into Supported Independent Living.

It's great for me to see our customers achieve so much and living their lives supported in the community – it's very rewarding.

Fiona Haynes

With Multicap for 20 years

In the 20 years Fiona Haynes has worked at Multicap she has seen a lot of changes. What hasn't changed is her passion for delivering services that improve lives.

"I love knowing that Multicap is still making people's lives better," she said. "We're still doing what we set out to do."

Since starting with Multicap on a three-week contract running the Eight Mile Plains Monte Lupo pottery studio in 1998, Fiona has since had the opportunity to take on a variety of roles including manager of marketing and events. But she has found her space in social enterprises.

"After my initial three week contract I stayed on in a part-time role in the studio and then when funding changed I was given the opportunity to assist in the recruitment case-based employment for 25 people with disability," she said. "It grew from there."

As the General Manager of Social Enterprises, Fiona is still employing people and is driven to continue

finding opportunities for customers to gain meaningful employment and social experiences across Multicap's social enterprises.

"When I finished school I was expected to get a job or go to university, those were my options," Fiona said. "Why should this be any different for a person with a disability? If someone wants a job or wants to study they should be given the same opportunity that I was given and Multicap is able to do this.

"We do a really great job in supporting people with disability to be a success in a profession they want to work in. The supported employees at Multicap all love their jobs and we have successfully integrated the employees into the Multicap workforce."

Despite the many commitments of her job, Fiona makes sure she remains hands-on in the role.

"I make it a priority to get out and about to see our customers and supported employees as much as I can – I like to know everyone by name and know about them as a person," she said.

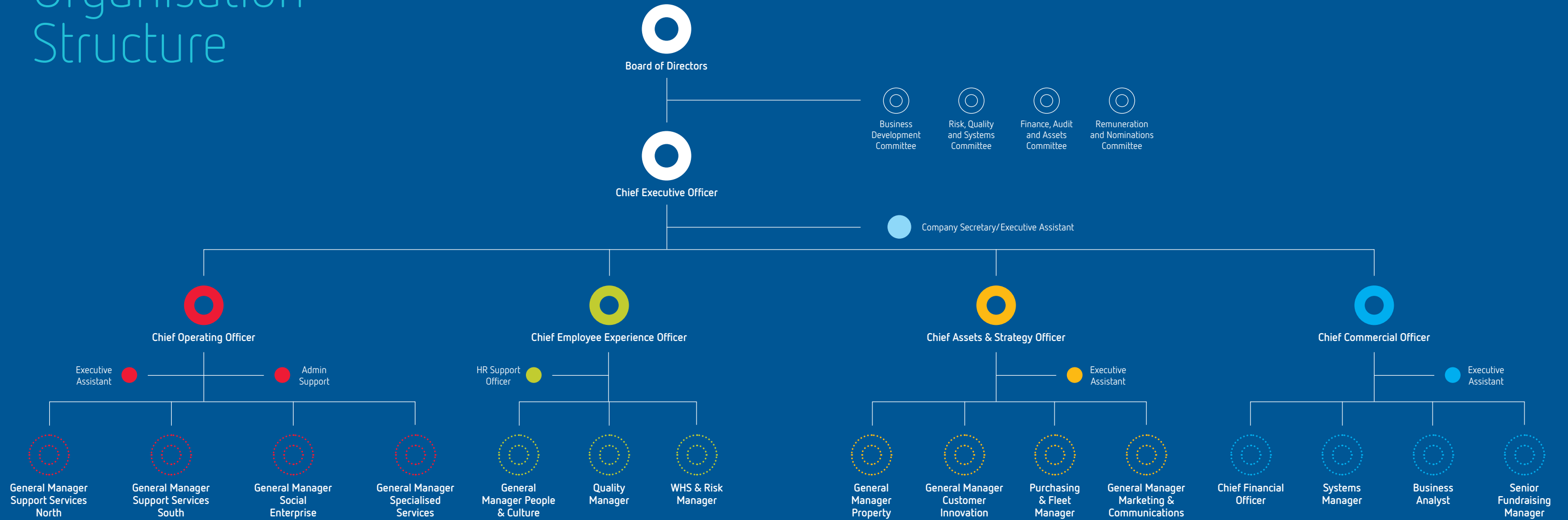
There have been many highlights during Fiona's two decades with Multicap.

"The ones that really resonate with me have been my involvement with the Homes4life project where Multicap constructed 4 new homes for our customers," Fiona said. "They are all beautiful houses that our customers can call home - it is their home for life. My involvement in the brand development of our Social Experience Network, Avegates and also being a part of the day to day development of the experiences, holidays and sports has also been a high point."

As for the future, Fiona hopes to see a society in which everyone is treated equally.

"It would be nice to get to a place when we don't have to advocate for people with disability."

Organisation Structure



Senior Executive Team

Multicap implemented some planned structural changes in June 2018 to strengthen the organisation's internal capability and support the shift to an increasingly competitive market environment.

The new structure assists us to provide better services for our customers, create better alignment and efficiency in our corporate services areas and in being an employer of choice.

The four senior executive management roles reporting to the CEO are Chief

Operating Officer (COO); Chief Commercial Officer (CCO); Chief Assets and Strategy Officer (CASO); and the Chief Employee Experience Officer (CEEEO).

Bev Wrona (General Manager People and Culture), Julian Smart (Chief Financial Officer), and Fiona Haynes

(General Manager Social Enterprises) continue to contribute as part of the expanded Executive Management Team, and Peter Loughnane (Chief Integration Officer) finished with Multicap at the end of June 2018.



Joanne Jessop
Chief Executive Officer
Qualifications MBA, GAICD
With Multicap since 2006



Seth Grantley
Chief Operating Officer
Qualifications MBA
With Multicap since 2016



Nigel Taylor
Chief Assets and Strategy Officer
Qualifications BSc Human Services
With Multicap since 2013



Mike Goodall
Chief Commercial Officer
Qualifications B Com, Accounting
With Multicap since 2018



Kate Johnson
Chief Employee Experience Officer
Qualifications B Psyc (Hon), B Bus HRM, M Org. Psyc
With Multicap since 2018

VOLUNTEERS



Volunteers are of vital importance to many organisations and in this respect, Multicap is no exception. We thank all our volunteers for their commitment to wanting to make a difference in the lives of community and family members with disability.

Dianne Haynes - Volunteer

Twice a week for the past seven years the retired receptionist has worked with the Monte Lupo Artists, painting the garden dwellers, mosaicking and doing repairs when customers bring broken sculptures in.

She also takes on the role of assisting and mentoring the artists with their work. "I like working with the artists and seeing how much art can bring out happiness in people," Dianne said.

While Dianne says her talent lies with embroidery and machine sewing, she is finding her first experience with painting relaxing and rewarding. "I love being able to see the end result," she said.

Dianne has developed close relationships with the artists and staff at Monte Lupo.

"There is never a day where I don't want to go in, plus I get to see my daughter more so that's a bonus," Dianne said. Dianne's daughter Fiona Haynes is Multicap's General Manager of Social Enterprise.

"It was Fiona who suggested I volunteer in the studio," Dianne said. "And I'm so pleased she did."

The Monte Lupo Arts studio is a Multicap initiative that gives artists with disability the opportunity to express themselves through pottery and sculpting.

129 

CHRISTMAS WRAPPING VOLUNTEERS SUPPORTED US AT THE WESTFIELD GARDEN CITY WRAPPING BOOTH giving a total of 914 hours of time.

4953 

HOURS OF TIME FROM 58 VOLUNTEERS SUPPORTED MULTICAP THROUGHOUT THE YEAR

\$219,414

VALUE OF VOLUNTEER CONTRIBUTION WAS GIVEN TO MULTICAP THIS YEAR

CORPORATE SERVICES

Marketing & Communications

Multicap's Marketing and Communications team is dedicated to communicating the benefits of our services, social experiences and employment opportunities we provide customers, their families and the broader community. The team is also pivotal in communicating organisational updates to staff to position Multicap as an employer of choice.

A key initiative this year has been to clearly communicate Multicap's value by developing the Multicap Story. This involved revisiting Multicap's rich history and how the organisation has evolved since it started in 1962. The many facets of Multicap were brought together to simplistically demonstrate how the organisation benefits 1200 customers on a daily basis. The Multicap Story has been included in collateral, advertorials, Community Hubs, and is also found on the Multicap website.

We have improved our social media activities to improve our audience engagement this year, and we have increased use of social media platforms including Facebook, LinkedIn and Instagram.

The team also developed a three-year marketing strategy to support the organisation during the transition to the NDIS and beyond. This involved the identification of Multicap's future position as well as the articulation of a brand and employee value proposition. A program of work has been developed by the team to implement prioritised elements of the strategy during the coming year.

The launch of the Tweed Heads Community Hub marked the first Hub for Multicap in northern New South

Wales. The marketing team arranged a very successful launch, which included inviting key, local stakeholders and also identified that music therapy was a service opportunity for Multicap in the area. The launch was attended by customers as well as Multicap's Board of Directors, senior executive team, Federal and State members of Parliament and the Tweed Mayor.

We increased awareness of Multicap and the services we provide by running a local campaign for three months that featured advertising in local press and radio and included social media channels as well as the Multicap's website.

This local campaign resulted in many enquiries and new customers for the region.

Our Murwillumbah Short Term Accommodation house was refurbished and a compendium developed providing visitors with information on the features of the property as well as local attractions. Materials were also developed for local staff to support promotion of the short-term accommodation.

Positive media coverage this year started with a beautiful story on Channel 7 News about Multicap customer, Terriann. Terriann has perfect

pitch – the ability to hear a note and play it precisely on the piano. The story promoted Terriann's performance at the Multicap 2017 Festival in July.

Another popular story for Multicap this year was about Models of Diversity ambassador Jason Clymo making his runway debut as the headline model for FashionAble 2017. The story attracted positive coverage across mainstream and disability sector media, including Channel 7 News, and the Sunday Mail.

The appointment of Michael Roche as Multicap's Chair, as well as David Withers and Heather Gardner to the Multicap Board was featured in the Courier Mail's City Beat business page.

Multicap received a silver award for its 2016-17 Annual Report from the Australasian Reporting Awards. The report was also a finalist in the communications award.

All Ways – Multicap's newsletter – was relaunched during the year with a fresh new look. All Ways is produced quarterly and distributed to customers, families and Multicap supporters providing useful information about services and events, and stories about customers who are achieving their goals and living the life they choose.

Fundraising & Grants

Multicap receives support and contributions, large and small, from individuals, community organisations, corporates, philanthropic funding bodies and Government. Every contribution makes a real difference in the lives of people with disability and we extend our sincere appreciation to our supporters.

Grants

Multicap has been generously supported by all levels of government, and trusts and foundations with grant funding to improve the services we provide for people with disabilities - from facility upgrades and new equipment through to funding for inclusive community events. In partnership with these funding bodies, Multicap continues to enhance the quality of life for people with disabilities through our support.

Please see table for the full breakdown of grant funding in 2017-2018.

Events

Multicap had a wonderful year of events, raising awareness and funds for people with disability. For the first time this year, we held a Donor Recognition evening, which gave Multicap the opportunity to recognise and thank donors and corporate partners for their generous support throughout the year. It also gave Multicap supporters the opportunity to meet some of the customers we support and see first-hand the impact of their support. A highlight of the event was hearing from Judy Boyle, a proud daughter of one of the first families that started Multicap more than 55 years ago. A story that was told from a uniquely historic perspective and touched everyone in the room.

FashionAble was held on Saturday, 21 October and with the support of fashion icon Di Cant and well-known Queensland fashion labels, the event has continued to grow. Celebrating ability and diversity, FashionAble was headlined by Models of Diversity Ambassador Jason Clymo alongside three of Multicap's young people with disability who made their runway debut.

The inaugural Multicap Celebrates event was held on Friday, 10 November. Held to recognise and thank our staff, the event gave Multicap the chance to champion the important work our staff do to ensure the service we provide to our customers is consistently of the very highest quality. The finalists and winners of the Multicap Staff Excellence Awards were announced on the night. Details of the winners can be found on page 33.

Carols @ Multicap was held at the Eight Mile Plains campus on Saturday, 25 November 2017. The inclusive event, which featured a performance by Multicap's very own Southside Singers, provided a safe and fun opportunity for people with disability.

Partnerships

Multicap strengthened relationships with our local Westfield (who donate space for us to do our Christmas wrapping), Brisbane Convention and Exhibition Centre (who support us with venue space for some of our key events) and AccessPay (who provide our staff salary packaging services and provide valuable sponsorships at

various Multicap events). JJ Richards & Sons Pty Ltd, continued its support into its eighth year; an amazing level of support.

We were also privileged to welcome new partnerships with Intrust Super, Black and White Cabs, Hynes Legal, NRL and QRL, among others.

In the community, Lions Club of Brisbane MacGregor continued to be involved with many of our activities. This relationship delivered a record result for our Christmas wrapping fundraising campaign and we were also the recipients of a generous donation from the Club's annual Arts Extravaganza.

At the beginning of the year we started a wonderful collaboration with Men of League Foundation. The Foundation provides support and assistance to men, women and children from the rugby league community who have fallen on hard times. With the Foundation's support we launched the inaugural Race of Legends go kart event. The Foundation also generously purchased a PowerAssist wheelchair motor for Rory - a Multicap customer and wheelchair rugby league player. This is a great example of two organisations with the same values coming together for the community.

Throughout the year, many more individuals and organisations supported Multicap events and activities. We sincerely thank everyone for their generosity and for being part of our fundraising journey.



Left to Right: Mark Woelders, Motorama; Judy Boyle, daughter of one of our original Multicap family founders; Nigel Taylor, Multicap



The Winning Team - Race of Legends Go-Kart event

Major Donors and Contributions

Multicap receives donations from individuals and organisations. Every contribution makes a real difference in the lives of people with disability.

We would like to thank just some of our generous major donors this year (in alphabetical order):

- AccessPay
- Allianz
- Bentleys Brisbane
- Black and White Cabs
- Brisbane Convention and Exhibition Centre
- Bronwyn Smyth
- Commonwealth Bank
- Conscious.kin
- David Swales
- Di Cant
- Dowling Family Foundation
- Dr Neil Heather
- Edwin and Katherine Codd
- Graham Bartlett
- Henderson Matusch
- HLB Mann Judd
- Hynes Legal
- Ian Heather
- Import Auto Centre
- Intrust Super
- J.J. Richards & Sons Pty Ltd
- Jill Hayward
- Libby Urquhart
- Lions Club of Brisbane MacGregor

- M2 Electrical
- Margaret and Michael Horwood
- Maria Tsoumbaras
- Men of League Foundation
- Miriam Ruth Lee
- Motorama Toyota
- NAB
- NRL
- Officeworks
- Optus
- Peter Bennett
- PWC
- QRL

- Redcliffe Dolphins
- Rohan McCaul and family
- Rosemary Locke
- Sharman Property Services
- Slideways Go Karting Brisbane
- Sound Images
- Stephen Keim
- Suncorp Bank
- The Flannery Foundation
- Tina Artes
- Tina Emmi
- Village Motors
- Westfield Garden City

Grants: 1 July 2017 – 30th June 2018

Grant from	Grant for	Amount
Brisbane City Council – Community Support Funding Program	Council Rates Rebate	\$13,658
Brisbane City Council – Lord Mayor's Suburban Initiative	Multicap Festival 2017, School Holiday Program, & equipment purchase	\$7,943
Department of Education and Training – Skilling Queenslanders for Work	Community Work Skills Program	\$119,900
Department of Social Services – Australian Disability Enterprises	Transition to NDIS Consultations – Planning for the Future	\$80,325
Gambling Community Benefit Fund – Round 95	Heat Sealers for Multisnacks	\$1,198
Gambling Community Benefit Fund – Round 95	Pallet Wrapper for Makeables	\$7,647
Gambling Community Benefit Fund – Round 95	Kitchen refurbishment for Rockhampton Hub	\$25,513
The Honda Foundation	Bathing equipment for people with disability	\$26,050

Bequests: 1 July 2017 – 30th June 2018

	Amount
From the Estate of Mr Kenneth Milner Vernon	\$1,677.24

Systems & Property

Systems

Over the past 12 months Multicap has continued to follow the agreed ICT roadmap covering three key areas for the organisation; enterprise software, applications and infrastructure. Improvements for our customers, both internal and external, continues to be the driving force for all our ICT focus.

Enterprise Software

We continue to improve the connectivity and automation between our key enterprise systems, reducing processing and double handling of data. We have successfully implemented several modules in the Risk Management System including Contracts, Risk, and Incident Management, and we will introduce the Quality module in the coming year. A new retail Point of Sale system has been rolled out across our Monte Lupo cafes, galleries and coffee carts, leading to better information to drive performance. During the year we successfully transitioned to Office 365 for all email and exchange functions.

Applications

Much of the focus during the year has been on NDIS readiness and our ability to transact seamlessly with the NDIA My Place payment portal. This has been challenging as the portal software is still immature, however we have seen ongoing success with the automation of claim uploads resulting in a low level of portal payment errors. We have also developed applications to assist in managing the workflow from when a customer first makes an enquiry to when they commence the service they have requested. This is part of our focus on improving the experience for each of our customers.

Our ICT Service Desk has been expanded to provide online request options for systems, finance, marketing and human resources, making it easier for our staff to get their issues resolved as quickly as possible. Information is shared regularly on the number of requests, and solutions provided to increase organisational learning. With the addition of a Systems Integration Officer to the team we have progressed development of the Data Warehouse, pulling data from the key enterprise software systems

and developing management reports to support decision making.

A key project was the redesign and launch of an upgraded Multinet, Multicap's intranet. The new Multinet is user friendly and accessible from anywhere and provides our staff with a centralised source of information which included policies and procedures, forms and communications. Due to its ease of use, Multinet is now used for the performance capability framework and conversations.

Systems Infrastructure

Scoping for the planned server upgrades was completed during the year, with the new infrastructure being commissioned and installed early in the 18/19 year. WiFi was introduced across both Monte Lupo cafes and across key sites, and our cyber security and disaster recovery was tested on an ongoing basis as part of our risk management framework.

Property

Multicap continues to understand the importance of, and invest in infrastructure such as accessible housing, community hubs and transport for our customers.

We have had yet another busy year with the Facilities team delivering high quality projects and support across the organisation in a timely manner.

Multicap has a current fleet of 94 vehicles, many of which are fully accessible, used to support our customers access their communities. During the year, and in preparation for the changes in transport funding resulting from the NDIS transition, Multicap developed a new transport model that better reflects the travel of each individual person access our transport fleet. The continued deficit in State Government and NDIS transport funding has seen Multicap subsidise transport by contributing additional funds during the year to meet the needs of our customers.

The Facilities team have been responsible for over 115 properties during the year, of which approximately 40% are owned by Multicap, and the rest consisting of commercial and community leases, Department of Housing and Department of

Communities, Disability Services and Seniors owned premises, and private rentals. We have also registered our properties with NDIS where appropriate for Special Disability Accommodation, and also actively encouraged and supported potential property developers to provide accessible and affordable housing aligned to the SDA funding structure.

Our Multicap Housing division has welcomed a new Tenancy manager role to improve the landlord functions provided to our customers. We have continued with the smoke detector upgrades to ensure we are compliant well before the new legislation commences, staff and customer notice boards have been installed across appropriate premises, and the ongoing use of MEX as the maintenance system continues to ensure properties are well maintained.

There have been a significant number of capital projects over the last 12 months, details of some are mentioned elsewhere in this Annual Report. Our important Homes4Life program of providing fully accessible houses continued with new homes in Toowoomba and Kuraby finalised, construction underway for 2 new homes in Alexandra Hills underway, as well as plan purchased and planning underway for 2 new homes in Ormeau, a villa in Rockhampton and a house at Bli Bli. Major renovations were completed or underway for the short term accommodation house at Murwillumbah and Apex House, as well as improvements such as upgraded bathrooms at Robina Respite and Monte Lupo Arts, fencing at Carseldine respite and reception and offices for Monte Lupo, and the Finance and Facilities teams. Some of these upgrades were only possible following successful grant applications from the Fundraising team.

We renovated and opened the first Multicap Community Hub at Tweed Heads in northern NSW during the year, a major milestone for Multicap with the location already seeing increasing use by customers in the area.

We continue to capitalise on the usage at the Eight Mile Plains site to provide good office space for our growing corporate teams.

GOVERNANCE & FINANCIALS

Board of Directors

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 Tax Office.

Multicap is registered as a Charity with the ACNC.

Multicap has four elected Directors, each of whom is nominated by the members for a three year term, and three appointed Directors.

Each year at the AGM in November, one-third of the elected Directors retire from office and are eligible for re-election.

Strategy

The Multicap Board set the strategic direction for the organisation by formulating and approving the Multicap Strategic Plan 2016-2021. The Strategic Plan is revisited each year at the Multicap Board Planning Day. The Strategic Plan is then passed to the CEO and Senior Executive Management team for implementation.

The Board and CEO have a role in overseeing, monitoring and reporting on agreed actions. Please see page 9 for performance against our strategic priorities.

Board Effectiveness

The Multicap Board is tasked with ensuring that sound governance practices are in place and, as part of an overarching governance review during the year, they approved a new Governance Policy and a Multicap Board Charter; as well as reviewing and updating all governance documents.

The Board met eight times during the year to discuss governance issues, review performance against agreed measures and consider the impact of changes in the external and internal environments.

The work of the Board is supported by committees and, as part of the governance review, these were reviewed and realigned during the year to better support the organisation at this time.

The Board currently has four committees:

- Business Development
- Finance, Audit and Assets
- Risk, Quality and Systems
- Remuneration and Nominations

Board Membership

Retirement of David Eades

Mr David Eades, a long-standing Multicap Director, retired from the Board in September 2017. David was first appointed to the Board in 2004, and held the role of Interim Chair from Feb 2017 until his retirement. We are thankful for David's contribution to Multicap over this time.

Board Chair and New Directors

Mr Michael Roche, who joined the Multicap Board in February 2017, was appointed as Multicap Chair following the retirement of David Eades. The Board has welcomed two new Directors during the year, Ms Heather Gardner joined the Board in September 2017 and Mr David Withers joined in October 2017. We are appreciative of their commitment and expertise.

Multicap Chair

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

Michael was appointed to the Multicap Chair in October 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.



Multicap Deputy Chair

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.



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 General Manager Corporate & CFO of DevCorp Pty Ltd and CFO of 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 Practicing Accountants and a Graduate of the Australian Institute of Company Directors.



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. Anna-Maree delivers consultancy services focusing on transforming customer experience and digital capabilities within financial services, retail and higher education organisations.



David Withers FRAES, FAICD, FAIM, MBA BEng

David joined the Multicap Board in September 2017. David has been the Chief Executive of Total Aviation Solutions since he founded the company in 2009. David has a long career in the aviation sector, and has held a number of non-executive positions with not for profit organisations in the mental health and disability sectors. David believes company culture is the key to success and is passionate about creating agile and responsive organisations through empowered and inspired people sharing a common purpose, vision and values.



Appointed directors

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.

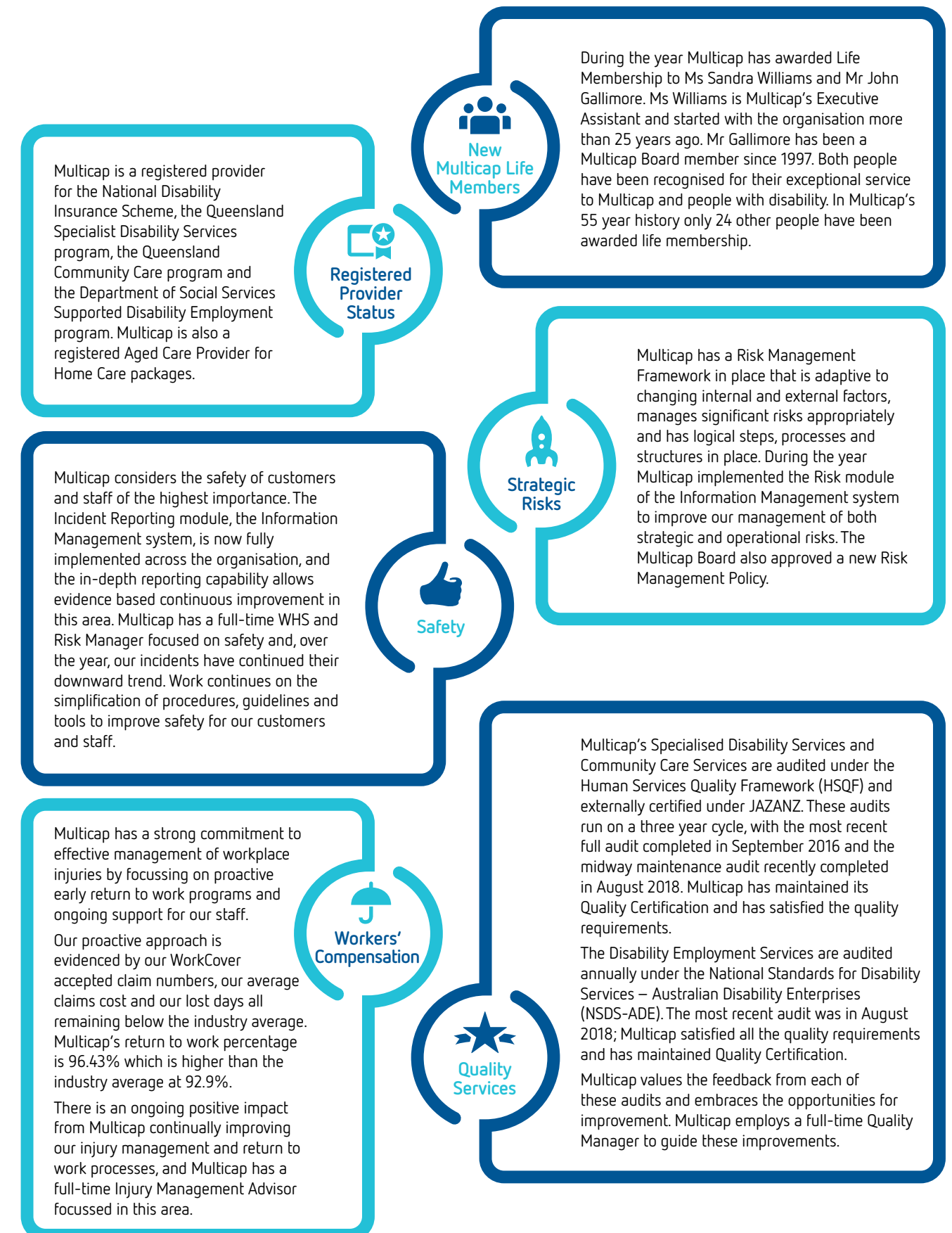


Heather Gardner MBA GAICD IIDM

Heather joined the Multicap Board in September 2017. Heather began her career in the banking industry, gaining unparalleled experience in the commercial space. Moving into the construction and property industry she established herself as a well-respected professional with a no nonsense and practical approach over a 30 year career. Driven by a purpose of enhancing lives through education Heather is focused on business and people improvement.



Our Governance, Quality & Risk Management



Multicap's WorkCover results

Month costs

Multicap \$1725

I/A \$ 2645

Days lost

Multicap – 8.52

I/A 29.35

Days to first return to work

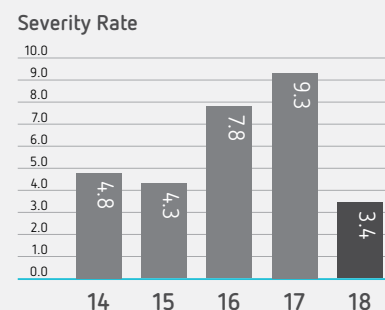
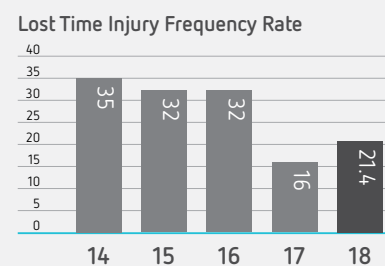
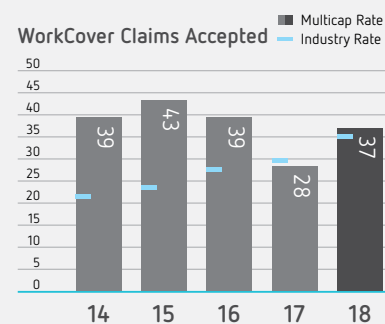
Multicap – 16.17 days

I/A – 18.40 days

Final return to work

Multicap – 96.43

I/A – 92.91



Committee Reports

During the year, and as part of the governance review, the Board realigned the committees to better support the work of the Board over the coming years. The Board now has four active committees, three of which meet regularly during the year, and the Remuneration and Nominations Committee meeting as needed.

Business Development Committee

This new committee was set up to assist the Board in fulfilling its oversight responsibilities for the needs of Multicap's customers and to assist in the consideration of new products and services that meet the changing needs of the people with disability requiring support.

The Committee considers and makes recommendations to the Board on the expectations of customers and where relevant their families and decision makers, strengthening the voice of customers, customer outcomes such as quality of life, wellness, and achievement of goals, as well as the new and changing market demand as a result of the NDIS. The Committee also provides a forum to consider and evaluate any potential merger opportunities.

During the year the Committee met four times and were involved in the discussions with Community Access Respite Services (CARS), resulting in the two organisations joining together. They contributed to the successful expansion of Multicap services into northern NSW, provided insight and feedback on the review and management of complaints, considered several customer outcomes tools being researched by Multicap staff, developed a framework for assessing

business opportunities as they arise, and reviewed the collated feedback from our Customer Survey.

The Committee has received management support from the Chief Operating Officer, the GM Social Enterprise and other key staff and continues to contribute to Multicap's sole purpose and the quality of life of people we support. Thank you to all Committee members for their valuable contributions.

Michael Roche
Chair

Finance, Audit & Assets Committee

The Finance, Audit and Assets Committee assists the Board of Directors in the discharge of their duties with regard to the stewardship and management of Multicap's financial affairs, the external audit process and major asset acquisitions.

The Committee is comprised of Board Directors and co-opted members. The Chief Executive Officer, Chief Commercial Officer, Chief Assets and Strategy Officer and the Chief Financial Officer are invited to the Committee meetings at the discretion of the Committee.

The financial responsibilities of the Committee include providing financial direction and advice to the Board, providing advice and assistance to the

CEO and other executives in matters of financial management, establishing financial strategy and objectives, establishing finance related policies, assessing the annual budget and analysing interim and annual financial reports. In particular, the Committee regularly monitors the financial performance of the organisation against the approved strategic and business plans.

The Committee works closely with Multicap's independent external auditors to ensure that the nature and extent of their audit procedures provide sufficient and appropriate assurances regarding Multicap's financial activities and position.

The Committee supports the organisation to ensure it has the required assets to meet the increasing demand for high needs disability services. It assesses major asset acquisition proposals including reviewing project feasibility analysis and monitors expenditure on assets.

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

Major asset projects during the year included the completion of the Jardine St Rockhampton apartments and the West Street Toowoomba development, refurbishment of the facilities building, the purchase of two houses in south east Queensland and the commencement of the Finucane Road development.

The Committee continues to monitor and provide pertinent advice to management in relation to the ongoing implementation of the National Disability Insurance Scheme as it rolls out in south-east Queensland.

The Committee will continue to monitor the organisation's performance against financial strategic targets as it executes the 2016-2021 Strategic Plan.

Chris Perkins
Chair

Risk, Quality and Systems Committee

The Committee assists Multicap's Board of Directors in fulfilling its oversight responsibilities for internal control systems, service systems, quality management of services,

risk management, governance and compliance with laws, regulations and codes of conduct.

The Committee is comprised of three Board Directors and meets regularly to complement the Board's scheduled meetings throughout the year. Different executive management representatives attend meetings depending on the topics under review. This ensures the Committee has access to detailed information on topics under review. Committee members have also ensured they have accessed opportunities in multiple sites to meet with customers and families to ensure the "customer's perspective" influences their understanding of issues and ultimately Board deliberations.

During the year the Committee has welcomed full implementation of RiskMan (a risk management and incident reporting system) that has improved the veracity and timeliness of reporting, across all service areas throughout Multicap. This has enabled the Committee to better understand the underlying contributing factors to incidents and work with management to improve the quality of services. The Committee has also had oversight of the implementation of new processing systems to streamline operations under the National Disability Insurance Scheme, ensuring the bulk of Multicap resources are focused on customer service rather than administration. Progressively the Committee has been updating the risk register to ensure it fully encompasses the new operating environment under the National Disability Insurance Scheme and overseen the updating of the Code of Conduct.

Throughout the year the Committee has received high quality feedback from customers and families as well as expert advice from Multicap staff to ensure the services, systems and internal controls continue to improve. This has given the Committee confidence that together with customers, families and staff that Multicap can continue to evolve and meet the challenges of the full roll-out of the National Disability Insurance Scheme.

Angela Tillmanns
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 2018.

A B Narayanan
Partner

Brisbane
10th October 2018

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
- give a true and fair view of the company's financial position as at 30 June 2018 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
Chair

Chris Perkins
Director

Brisbane
10th October 2018

Discussion & Analysis

For the year ending 30th June 2018, Multicap has recorded an operating surplus of \$355,374 compared to the previous year of \$724,957. The surplus represent 0.68% of operating revenue (2017: 1.64%) and is required to fund capital and other expenditure which is not funded from recurrent government grants or funded under the National Disability Insurance Scheme (NDIS). The surplus also provides the organisation a buffer for any unexpected business pressures.

Multicap's total surplus after representing non-operating items is \$488,669.

Key Items

Multicap has continued to experience growth in service delivery. Operating revenues grew from \$44,155,340 in 2017 to \$52,304,907 in 2018 which represents an 18.5% increase. New (including a merger with Community Access Respite Services (C.A.R.S)) and maturing services in Queensland and northern New South Wales, as well as growth from NDIS participants accessing the scheme have contributed to the revenue increase. Grant indexation from the state government and price adjustments from the National Disability Insurance Agency have assisted in meeting wage costs. Revenue from the NDIS has continued to replace state government funding and in 2018 represented 14.4% of total revenue (2017: 4.0%).

Other revenue continued to increase over the year with growth in services and improved business conditions for Social Enterprises. Despite lower revenue from the cessation of lotteries in 2017, fundraising activities continued to contribute revenue to fund improved services to customers not only via direct fundraising but also through successful grant applications.

Operating expenses have increased \$8,519,150 from \$43,430,383 in 2017 to \$51,949,533 in 2018 which represents an increase of 19.6%. Employee benefits expenses represents the largest proportion of the organisations' expenses (79.7%) and the largest increase (up \$7,373,612 or 21.7%). New and maturing services, Enterprise Agreement increases and increased staff numbers that relate to the transition of customers to the NDIS in the South East Queensland region are contributing factors.

The organisation continues to invest to improve the built environment for the benefit of our customers including \$306,937 expensed in new proactive maintenance projects and \$397,111 in minor equipment purchases across service delivery areas. Non-operating expenditure of \$125,072 includes improvements across respite, accommodation and social enterprises.

Multicap's financial position remains strong with our assets increasing and our borrowings at low levels. Our

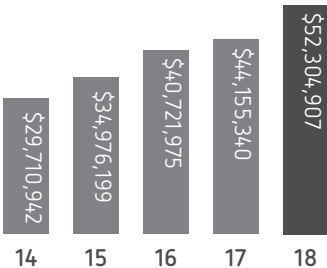
current assets continue to exceed our current liabilities up \$1,036,573 to \$9,058,970 in 2018 (2017: \$8,022,397) and our cash position slightly improved to \$6,594,467 (2017: \$6,537,476) as the organisation transitions from state government grants paid in advance to payment in arrears for services provided under the NDIS.

Multicap's property, plant and equipment increased to \$24,909,723 (2017: \$23,982,164) with \$2,347,927 invested in purchase of properties at Kuraby and Sunshine Coast, completed construction of Hub and Short-Term Accommodation facilities at Toowoomba and improvements made at the Tweed Coast Hub. Our vehicle fleet was increased by 9 new vehicles and there was continued investment in equipment. Multicap continued to invest in software to assist in managing customer service delivery and organisational risk.

The statement of cash flows reflects Multicap's strong financial management with net cash from operating activities increasing to \$2,287,006 (2017: \$2,134,893) up 7.1%. Multicap's cash generated from operations continues to be used to fund net spend on planned investment activities and repayment of borrowings with a slight increase of cash of \$56,991 to close the year with a cash balance of \$6,594,467.

Operating Revenue

Increased to \$52,304,907 in 2018 from \$44,155,340 in 2017 or by 18.5%



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 2017 to 30 June 2018. 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 2017 to 30 June 2018.

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 2018.

Name	Qualifications and Responsibilities	Service (in years)
Current at 30 June 2018		
Michael Roche	BCom(Hons) MCom (Hons) Hon Doctor of Business GAICD Chair of Business Development Committee	2
Christopher Perkins	BBus MBA FCPA MAICD Treasurer Chair of Finance, Audit & Asset Committee	6
John Gallimore	BA LLB(Hons) FANZCN MAICD Member of Risk, Quality & Systems Committee Member of Finance, Audit & Asset Committee	21
Anna-Maree Shaw	BBus BVisual Art MBA GAICD Member of Finance, Audit & Asset Committee Member of Business Development Committee	3
Angela Tillmanns	MBA GAICD Chair of Risk, Quality & Systems Committee Member of Business Development Committee	2
David Withers (appointed 25th October 2017)	MBA, BEng (Comms – Hons) FAICD FAIM FRAES Member of Business Development Committee Member of Risk, Quality & Systems Committee	1
Heather Gardner (appointed 20th September 2017)	MBA GAICD IIBM Member of Finance, Audit & Asset Committee Member of Risk, Quality & Systems Committee	1
Past Directors who served during the year		
David Eades (resigned 5th September 2017)	MBA LFAPI MAICD	14

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 & Asset		Risk, Quality & Systems		Business Development	
	A	B	A	B	A	B	A	B
Michael Roche	8	8	-	-	-	-	4	4
Christopher Perkins	8	6	6	6	-	-	-	-
John Gallimore	8	8	4	3	4	4	-	-
Anna-Maree Shaw	8	8	4	4	-	-	4	4
Angela Tillmanns	8	7	-	-	3	3	4	4
David Withers	5	4	-	-	3	-	4	3
Heather Gardner	6	6	4	3	3	2	-	-
David Eades	2	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 assist and support the work of the Board. During the year the Nominations Committee continued to review applicants for vacant Board positions. The Committee made two recommendations to the Board. Committee terms of reference and responsibilities were reviewed with the following changes occurring during the year:

- Finance & Audit Committee was changed to Finance, Audit & Asset Committee.
- Risk & Compliance Committee was changed to Risk, Quality & Systems Committee.
- Business Development Committee was created.

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:

- Hub Services
- Accommodation (Supported Independent Living)
- Respite (Short Term Accommodation)
- Social Support
- In home and Community 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 continues to implement its current 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 in services 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 organisation recorded an operating surplus of \$355,374 in the current financial year (compared to an operating surplus of \$724,957 in the previous year).

Revenues for the current financial year grew by \$8,149,567 from \$44,155,340 to \$52,304,907. Expansion of services, indexation from the State Government, growth in NDIS revenue from the transition of customers from State funded services and new customers accessing our core services are the drivers of the organisation's revenue increase.

Employee costs increased \$7,373,612 from \$34,033,620 to \$41,407,232 which is in line with the expansion of services and Enterprise Agreement wage increases. The increase in new employees is due to the increase in services provided as well as new roles required for the ongoing National Disability Insurance Scheme rollout throughout Queensland.

Expenses have increased with continued investment in service delivery and the facilities used in delivering services. The organisation has increased expenditure to maintain its existing assets and invest in new assets for the benefit of the organisation. The organisation continued to incur project costs relating to the implementation of improved IT systems and business processes which allows for the improved efficiency required for ongoing sustainability under the National Disability Insurance Scheme.

The organisation's operating surplus represents 0.68% of operating revenue (2017: 1.64%). Operating surpluses are required for the organisation to remain sustainable in the future and to help

fund capital expenditure which are not funded from government grants. The organisation's aim is to achieve an EBITDA of 5% of revenue over the 5 year Strategic Plan. The EBITDA result for 2018 is 3.46% of operating revenue (2017: 4.65%).

The organisation's net surplus after recognising non-operating items is \$488,669 (2017: \$1,771,049). Non-operating revenues include non-recurrent government capital grants offset by non-operating expenditure. The reduction in net surplus reflects the organisations investment during the year in assets and cash as part of its NDIS preparation.

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2018 has been received and is included in the financial report.

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



Michael Roche
Chair, Brisbane
10th October 2018



Chris Perkins
Director, Brisbane
10th October 2018

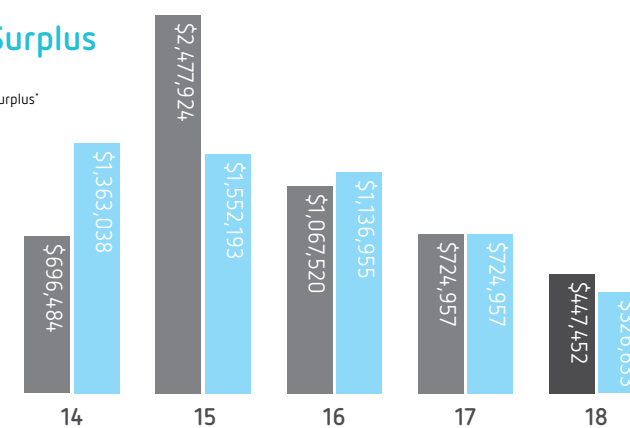
Statement of Comprehensive Income

for the year ending the 30th June 2018

Notes	2018 \$	2017 \$
Operating revenue		
Grant revenue	2 38,516,516	36,588,809
NDIS	2 7,512,968	1,764,535
Other revenue	2 6,275,423	5,801,996
Total operating revenue	52,304,907	44,155,340
Operating expenditure		
Employee benefits expense	41,407,232	34,033,620
Property and utility expenses	2,970,972	2,449,434
Consumables and provisions	1,688,547	1,400,957
Contractors remuneration	1,062,383	1,033,470
Direct fundraising costs	134,556	196,356
Insurance and workers compensation	1,053,837	865,577
Transport expenses	601,312	548,762
Other expenses	1,406,541	1,360,253
Finance costs	42,922	51,649
Bad and doubtful debts	3 36,000	37,652
Depreciation, impairment and amortisation expense	3 1,545,231	1,452,653
Total operating expenditure	51,949,533	43,430,383
Surplus for the year on operating activities	355,374	724,957
Non-operating activities		
Revenue		
Capital grants	2 238,402	1,165,568
Gain on business combination	19,965	-
Total non-operating revenue	258,367	1,165,568
Expenditure		
Grant expenditure	125,072	119,476
Total non-operating expenditure	125,072	119,476
Surplus for the year	488,669	1,771,049
Other comprehensive income		
Other comprehensive income	-	-
Total comprehensive income	488,669	1,771,049

Operating Surplus

■ Operating Surplus
■ Normalised Operating Surplus*



*The operating surplus for 2014/15 is \$2,478M. \$977,115 in supplementary funding was received that relates to financial years 2013 and 2014. \$120,819 of supplementary funding was received in 2018 that related to 2015 and 2016. 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 2018

Assets

Current assets

Cash and cash equivalents	4	6,594,467	6,537,476
Trade and other receivables	5	1,979,157	1,197,632
Inventories		72,101	47,960
Prepayments		413,245	239,329
Total current assets		9,058,970	8,022,397

Non-current assets

Property, plant and equipment	6	24,909,723	23,982,164
Intangible assets	7	439,005	371,800
Total non-current assets		25,348,728	24,353,964

Total assets

Liabilities

Current liabilities

Trade and other payables	8	2,907,564	1,487,508
Borrowings	10	114,812	133,858
Employee provisions	11	2,809,685	2,521,015
Grants received in advance	9	705,018	857,339
Total current liabilities		6,537,079	4,999,720

Non-current liabilities

Borrowings	10	286,481	395,708
Employee provisions	11	524,010	409,475
Total non-current liabilities		810,491	805,183

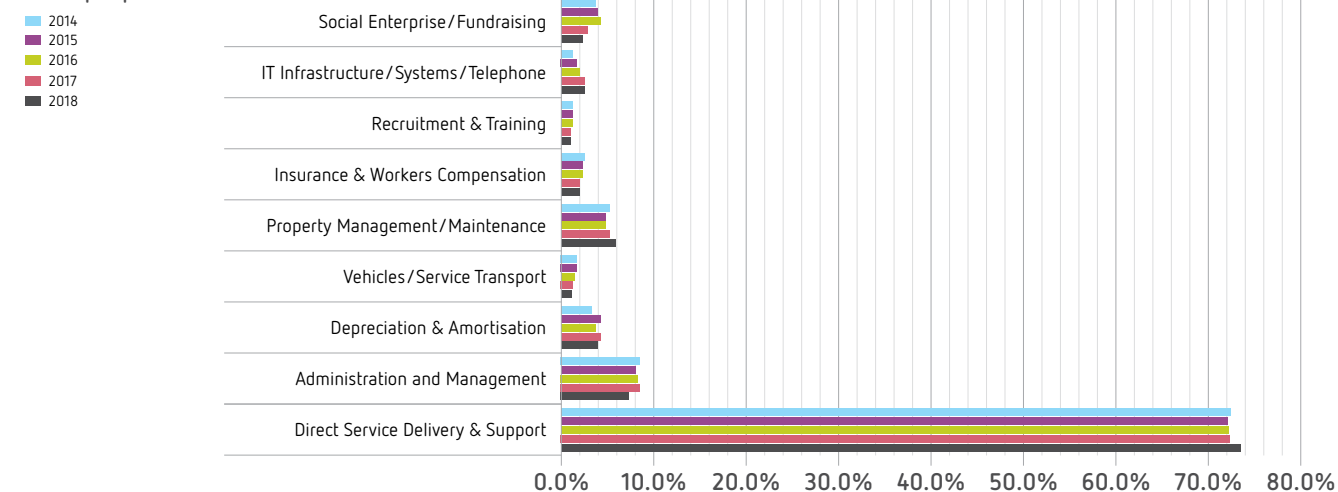
Total liabilities

Net assets

Equity

Retained surplus		27,060,127	26,571,458
Total equity		27,060,127	26,571,458

Multicap Expenses



Statement of Changes in Equity

for the year ending the 30th June 2018

Balance at 1 July 2016

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

Comprehensive income

Surplus for the year	488,669	488,669
Other comprehensive income for the year	-	-
Balance at 30 June 2018	27,060,127	27,060,127

Statement of Cash Flows

for the year ending the 30th June 2018

Cash flows from operating activities

Receipts from government operating grants	35,609,953	39,360,387
Receipts from customers and members	5,739,355	4,423,244
Receipts from fundraising activities	388,732	633,175
Receipts from NDIS	6,853,440	1,764,534
Payments to suppliers and employees	(46,372,768)	(44,145,123)
Interest received	111,216	151,013
Finance costs paid	(42,922)	(52,337)
Net cash provided by operating activities	2,287,006	2,134,893

Cash flows from investing activities

Proceeds from sale of property, plant and equipment	101,281	295,685
Receipts from government capital grants	125,481	483,368
Payment for property, plant and equipment	(2,486,867)	(2,968,429)
Payment for Intangible assets	(258,168)	(74,721)
Cash acquired through business combination	541,603	-
Capital Expenditure	(125,072)	(119,476)
Net cash used in investing activities	(2,101,742)	(2,383,573)

Cash flows from financing activities

Repayment of borrowings	(128,273)	(285,254)
Net cash used in financing activities	(128,273)	(285,254)

Net (decrease)/increase in cash and cash equivalents

Cash and cash equivalents at beginning of year

Cash and cash equivalents at end of year

	Retained Surplus \$	Total \$
Balance at 1 July 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
Comprehensive income		
Surplus for the year	488,669	488,669
Other comprehensive income for the year	-	-
Balance at 30 June 2018	27,060,127	27,060,127

Notes	2018 \$	2017 \$
Cash flows from operating activities		
Receipts from government operating grants	35,609,953	39,360,387
Receipts from customers and members	5,739,355	4,423,244
Receipts from fundraising activities	388,732	633,175
Receipts from NDIS	6,853,440	1,764,534
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Interest received	111,216	151,013
Finance costs paid	(42,922)	(52,337)
Net cash provided by operating activities	2,287,006	2,134,893
Cash flows from investing activities		
Proceeds from sale of property, plant and equipment	101,281	295,685
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Payment for property, plant and equipment	(2,486,867)	(2,968,429)
Payment for Intangible assets	(258,168)	(74,721)
Cash acquired through business combination	541,603	-
Capital Expenditure	(125,072)	(119,476)
Net cash used in investing activities	(2,101,742)	(2,383,573)
Cash flows from financing activities		
Repayment of borrowings	(128,273)	(285,254)
Net cash used in financing activities	(128,273)	(285,254)
Net (decrease)/increase in cash and cash equivalents	56,991	(533,934)
Cash and cash equivalents at beginning of year	6,537,476	7,071,410
Cash and cash equivalents at end of year	6,594,467	6,537,476

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 the Australian Charities and Not-for-profit Commission Act 2012.

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 10 October 2018.

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.

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.

The net amount of GST recoverable from or payable to the Australian Tax Office is in the Statement of Financial Position.

(e) Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks, 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 than 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 and 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, and 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. Inventories acquired at no cost, or for nominal consideration, are valued at the current replacement cost as at the date of acquisition.

(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 (excluding land) and any accumulated impairment losses. Land is recorded at cost. 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.

Depreciation: 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 where substantially all of the risk and benefits remain with the lessor 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 twelve months after the balance date.

(n) Financial instruments - non-derivative financial instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the entity becomes a party to the contractual provisions to the instrument. For financial assets, this is equivalent to the date that the company commits itself to either purchase or sell the asset (ie trade date accounting is adopted). Financial instruments are initially measured at fair value plus transactions costs, except where the instrument is classified "at fair value through profit or loss" in which case transaction costs are recognised immediately as expenses in profit or loss.

Classification and subsequent measurement

Financial instruments are subsequently measured at fair value (refer to Notes 1(f, l, m)), amortised cost using the effective interest method, or cost. Amortised cost is calculated as the amount at which the financial asset or financial liability is measured at initial recognition less principal repayments and any reduction for impairment, and adjusted for any cumulative amortisation of the difference between that initial amount and the maturity amount calculated using the effective interest method.

The effective interest method is used to allocate interest income or interest expense over the

relevant period and is equivalent to the rate that exactly discounts estimated future cash payments or receipts (including fees, transaction costs and other premiums or discounts) through the expected life (or when this cannot be reliably predicted, the contractual term) of the financial instrument to the net carrying amount of the financial asset or financial liability. Revisions to expected future net cash flows will necessitate an adjustment to the carrying amount with a consequential recognition of an income or expense item in profit or loss.

Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the company's intention to hold these investments to maturity. They are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

Financial liabilities

Non-derivative financial liabilities other than financial guarantees are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial liability is derecognised.

Impairment

At the end of each reporting period, the company assesses whether there is objective evidence that a financial asset has been impaired. A financial asset (or a company of financial assets) is deemed to be impaired if, and only if, there is objective evidence of impairment as a result of one or more events (a "loss event") having occurred, which has an impact on the estimated future cash flows of the financial asset(s).

In the case of financial assets carried at amortised cost, loss events may include: indications that the debtors or a company of debtors are experiencing significant financial difficulty; default or delinquency in interest or principal payments; indications that they will enter bankruptcy or other financial reorganisation; and changes in arrears or economic conditions that correlate with defaults.

For financial assets carried at amortised cost (including loans and receivables), a separate allowance account is used to reduce the carrying amount of financial assets impaired by credit losses. After having taken all possible measures of recovery, if management establishes that the carrying amount cannot be recovered by any means, at that point the written-off amounts are charged to the allowance account or the carrying amount of impaired financial assets is reduced directly if no impairment amount was previously recognised in the allowance account.

When the terms of financial assets that would otherwise have been past due or impaired have been renegotiated, the company recognises the impairment for such financial assets by taking into account the original terms as if the terms have not been renegotiated so that the loss events that have occurred are duly considered.

Derecognition

Financial assets are derecognised when the contractual rights to receipt of cash flows expire or the asset is transferred to another party whereby the entity no longer has any significant

continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised when the related obligations are discharged, cancelled or have expired. The difference between the carrying amount of the financial liability, which is extinguished or transferred to another party, and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

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 provisions

Short-term employee provisions

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.

Long-term employee provisions

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 corporate bonds that have maturity dates that approximate the terms of the obligations. Upon the re-measurement of obligations for long-term employee provisions, 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 it's 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, recognition and de-recognition of financial instruments. The standard is applicable from reporting periods beginning on or after 1 January 2018. There will be no impact on the Organisation's accounting for financial instruments 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 Organisation will adopt this standard from 1 January 2018.

AASB 1058 Income for Not-for-Profit Entities is applicable when an entity receives volunteer services or enters into other transactions where the consideration to acquire the asset is significantly less than the fair value of the asset principally to enable the entity to further its objectives.

Income arising from an excess of the initial carrying amount of an asset over the related amount being contributions by owners, increases in liabilities, decreases in assets and revenue should be immediately recognised in profit or loss. For this purpose, the assets, liabilities and revenue are to be measured in accordance with other applicable Standards.

Liabilities should be recognised for the excess of the initial carrying amount of a financial asset (received in a transfer to enable the entity to acquire or construct a recognisable non-financial asset that is to be controlled by the entity) over any related amounts recognised in accordance with the applicable Standards. Income must be recognised in profit or loss when the entity satisfies its obligations under the transfer.

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

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

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 14 to the financial statements, trade and other receivables include amounts totalling \$1,439,417 for unpaid client and other fees. An allowance for impairment of \$46,125 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 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
- 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
- Client fees and brokerage
- Membership subscriptions
- Sale of goods
- Interest
- Other revenue

Total operating revenue

Total operating revenue

Non operating revenue

- State Government grants – capital

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
Loss/(Gain) on disposal of motor vehicles and property

Note 4: Cash and cash equivalents

Cash on hand
Cash at bank
Cash on short term deposit

As at 30 June 2018 \$4,042,135 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 2.37% (2017: 1% to 2.6%).

Note 5: Trade and other receivables

Current

Client fees, NDIS revenue 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 14 - 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
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

	2018 \$	2017 \$
	37,145,264	35,379,011
	1,186,149	1,178,010
	185,103	31,788
	38,516,516	36,588,809
	7,512,968	1,764,535
	387,450	630,583
	4,697,460	4,091,675
	1,996	2,378
	937,618	836,997
	111,216	151,013
	139,683	89,350
	6,275,423	5,801,996
	52,304,907	44,155,340
	238,402	1,165,568
	238,402	1,165,568
	52,543,309	45,320,908
	1,338,055	1,270,203
	124,865	108,875
	82,311	73,575
	36,000	37,652
	996,249	784,933
	(35,879)	110,863
	5,270	3,197
	2,547,062	1,008,740
	4,042,135	5,525,539
	6,594,467	6,537,476
	1,439,418	962,166
	(46,125)	(35,541)
	1,393,293	926,625
	223,147	159,280
	362,717	111,727
	1,979,157	1,197,632
	8,521,469	7,866,469
	16,827,463	15,825,176
	325,326	356,062
	(4,184,686)	(3,630,649)
	21,489,572	20,417,058
	1,317,539	1,284,992
	(384,603)	(311,332)
	932,936	973,660
	4,133,615	3,863,724
	(3,262,876)	(2,885,178)
	870,739	978,546
	2,820,148	2,148,277
	(1,529,583)	(1,119,543)
	1,290,565	1,028,734

	2018 \$	2017 \$
Note 6: Property, plant & equipment cont.		
Hire purchase motor vehicles - at cost	671,719	1,083,030
less: Accumulated depreciation	(345,808)	(498,864)
	325,911	584,166
Total plant and equipment	2,487,215	2,591,446
Total property, plant and equipment	24,909,723	23,982,164
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	20,417,058	19,343,145
Additions	1,626,550	1,737,928
Disposals	-	(151,987)
Impairment losses	-	-
Depreciation expense	(554,036)	(512,028)
Carrying amount at end of year	21,489,572	20,417,058
Leasehold Improvements		
Carrying amount at beginning of year	973,660	793,845
Additions	41,587	253,390
Depreciation expense	(82,311)	(73,575)
Carrying amount at end of year	932,936	973,660
Plant and equipment		
Carrying amount at beginning of year	978,546	973,349
Additions	269,891	334,798
Disposals	-	(2,877)
Depreciation expense	(377,697)	(326,724)
Carrying amount at end of year	870,740	978,546
Motor Vehicles		
Carrying amount at beginning of year	1,612,900	1,900,243
Additions	475,300	224,425
Disposals	(65,401)	(80,317)
Depreciation expense	(406,322)	(431,451)
Carrying amount at end of year	1,616,477	1,612,900
Note 7: Intangible Assets		
Computer software		
Computer software - at cost	1,060,939	802,772
IT systems - work in progress	-	66,098
less: Accumulated amortisation	(621,934)	(497,070)
Total computer software	439,005	371,800
Trademarks and licences		
Trademarks and licences at cost	3,780	3,780
less: Accumulated amortisation	(3,780)	(3,780)
Total trademarks and licences	-	-
Total intangible assets	439,005	371,800
Reconciliation		
Reconciliations of the carrying amounts for each class of intangible asset are set out below:		
Computer software		
Carrying amount at beginning of year	371,800	368,730
Additions	192,070	74,620
Work in Progress	-	35,973
Amortisation Expense	(124,865)	(107,523)
Carrying amount at end of year	439,005	371,800
Trademarks and licences		
Carrying amount at beginning of year	-	10,949
Amortisation expense	-	(1,352)
Disposals	-	(9,596)
Carrying amount at end of year	-	-
Note 8: Trade and other payables		
Current		
Trade payables	1,090,338	374,734
Accrued employee benefits	596,512	427,478
Other accrued expenses and sundry payables	1,220,714	654,493
Other payables	-	30,803
	2,907,564	1,487,508
Other accrued expenses and sundry payables include accrued employee costs (2018 \$965,188; 2017 \$537,404) and other purchases which are not due to be paid in 2018.		

Note 9: Grants received in advance

Operating revenue received in advance
Capital grants received in advance

	2018 \$	2017 \$
Operating revenue received in advance	591,884	619,876
Capital grants received in advance	113,134	237,463
	705,018	857,339

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
Hire purchase liability - secured

Bank loan payable - secured	5,246	5,022
Hire purchase liability - secured	109,566	128,836
	114,812	133,858

Non - Current

Bank line of credit - secured
Hire purchase liability - secured

Bank line of credit - secured	5,500	5,224
Hire purchase liability - secured	280,981	390,484
	286,481	395,708

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 \$5,246 at 30 June 2018 and \$5,022 at 30 June 2017. 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 January 2010. The line of credit is a 30 year facility and matures in 2040. The line of credit was drawn to \$5,500 at 30 June 2018 and \$5,224 at 30 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 2018 the limit on the facility was \$950,000, of which \$390,548 was drawn at 30 June 2018.

Credit standby arrangements with the Organisation's bankers

At reporting date the Organisation had the following credit arrangements in place:

	2018 \$	2017 \$
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
Line of credit facility
Hire purchase and leasing facility

Loan facility	5,246	5,022
Line of credit facility	5,500	5,224
Hire purchase and leasing facility	390,547	519,320
	401,293	529,566

Facilities not utilised at reporting date:

Loan facility
Line of credit facility
Credit card facility
Hire purchase and leasing facility

Loan facility	994,754	994,978
Line of credit facility	726,500	726,776
Credit card facility	15,000	15,000
Hire purchase and leasing facility	559,453	430,680
	2,295,707	2,167,434

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 2017
Additional provisions raised during year
Amounts used

Opening balance at 1 July 2017	2,930,490	
Additional provisions raised during year	2,675,521	
Amounts used	(2,272,316)	
Balance at 30 June 2018	3,333,695	

Current liability for employee entitlements

Annual Leave
Long Service Leave

Annual Leave	2,061,135	1,835,561
Long Service Leave	748,551	685,454
Current liability for employee entitlements	2,809,685	2,521,015

Non - Current liability for employee entitlements

Long service leave

Long service leave	524,010	409,475
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As at 30 June 2018, the Organisation employed 645 full time equivalent employees. (2017: 540). 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
- between 12 months and 5 years
Minimum hire purchase payments
less: Future finance charges

Present value of minimum hire purchase payments

	2018	2017
	\$	\$
	109,566	128,836
	305,878	434,602
	415,443	563,438
	(24,896)	(44,118)
	390,547	519,320

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.

	Disability Enterprises		Disability Services and Fundraising		Community Care		Total	Total
	2018	2017	2018	2017	2018	2017	2018	2017
	\$	\$	\$	\$	\$	\$	\$	\$
Segment revenue								
- Grant & NDIS revenue	1,283,403	1,224,404	42,596,395	33,514,602	2,149,686	1,849,803	46,029,484	36,588,809
- Other operating revenue	950,457	678,836	5,169,389	6,727,415	155,577	160,280	6,275,423	7,566,531
- Non operating revenue	90,317	244,755	148,085	920,813	-	-	238,402	1,165,568
Total segment revenue	2,324,177	2,147,995	47,913,869	41,162,830	2,305,263	2,010,083	52,543,309	45,320,908
Interest expense	-	-	20,122	33,655	-	-	20,122	33,655
Depreciation, impairment and amortisation expense	114,567	96,391	1,403,203	1,328,825	27,461	27,437	1,545,231	1,452,653
Segment surplus	(700,702)	(227,310)	1,029,195	1,848,992	160,176	149,367	488,669	1,771,049
Segment assets and liabilities								
- Segment assets	507,645	434,882	33,559,528	31,796,994	340,524	144,485	34,407,697	32,376,361
- Segment liabilities	181,172	167,971	6,974,203	5,523,077	192,195	113,855	7,347,570	5,804,903
- Segment capital expenditure	45,553	212,826	2,542,353	2,375,483	17,492	36,851	2,605,398	2,625,160

During the year the Organisation increased the number of jobs provided to supported employees in Disability Enterprises to 101. 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: Financial risk management

Financial Risk Management Policies

The Risk, Quality and Systems Committee is responsible for monitoring and managing the organisation's compliance with its risk management strategy and consists of board members. The Risk, Quality and Systems 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:

	Note	2018	2017
		\$	\$
Financial assets			
Cash and cash equivalents	4	6,594,467	6,537,476
Client fees and other trade receivables (net)	5	1,393,293	926,625
Other receivables	5	362,717	111,727
		8,350,477	7,575,828
Financial liabilities at amortised cost			
Interest bearing loan	10	5,246	5,022
Line of credit	10	5,500	5,224
Hire purchase agreements	12	390,547	519,320
Current trade and other payables	8	2,311,052	1,029,227
		2,712,345	1,558,793

Note 15: 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 16: 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
- between 12 months and 5 years

	2018	2017
	\$	\$
	964,155	693,908
	441,432	232,669
	1,405,587	926,577

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 December 2018. The estimated cost to complete is approximately \$930,010

Note 17: 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 2018 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 (2017: \$42,120). One member of the Board of Directors, J Gallimore, is a Director of the Brisbane Housing Company 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 18: 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 17) the Organisation's key management personnel consists of the Chief Executive Officer, the Chief Operating 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 30 June 2018 the Organisation paid membership fees to the Australian Institute of Company Directors for five of the seven current Directors and courses for two Directors.

Membership/Course costs

John Gallimore	523	550
David Eades (resigned 05/09/2017)	-	550
Christopher Perkins	523	550
Michael Roche	2,372	-
Anna-Maree Shaw	523	550
Angela Tillmanns	523	-
Heather Gardner	7,235	-
David Withers	-	-
	11,699	2,200

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	781,952	705,690
Post employment benefits	74,286	65,712

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 19: 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. At the date of this report, the Board of Directors has no reason to believe the Government will not continue to provide funding for Multicap Limited.

Note 20: 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 21: 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 2018 the number of members was 214 (2017: 221).

Note 22 - Business combinations

On the 1st April 2018 the Organisation implemented its merger for the business of Community Access Respite Services (CARS) Inc. for nil consideration as approved by the members of CARS Inc. at a special general meeting held on the 9 December 2017.

	2018	
	\$	
Identifiable assets acquired and liabilities assumed		
Trade and other receivables	94,810	
Cash and cash equivalents	541,603	
Employee entitlements	(139,168)	
Trade and other Payables	(477,280)	
Net identifiable assets and liabilities assumed	19,965	
Consideration paid on business combination	-	
Gain/(Loss) on business combination	19,965	

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 2018, 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:

- a) giving a true and fair view of the Company’s financial position as at 30 June 2018 and of its financial performance and cash flows for the year then ended; and
- b) 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

A B Narayanan

A B Narayanan
Partner

Brisbane, Queensland
10 October 2018

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
- 2017 John Gallimore

Auditors HLB Mann Judd

Legal Partners Aegis Legal
Hynes Lawyers
McCullough Robertson
Bennett and Philp Lawyers
Allens (additional pro-bono work provided)

Banking Partners Commonwealth Bank of Australia
Westpac Banking Corporation

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



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