



CASE STUDY

Multicap Employment + PepsiCo



Global snack food company partnered with Multicap to assist with co-packing solutions for its supermarket product campaigns.

WHAT WE DO

At Multicap Employment, we are committed to providing meaningful employment opportunities and ongoing training for people living with disability. Our unique blend of social enterprises and commercial relationships allow us to partner with many brands to help them grow sustainably.

MAKEABLES

As the name suggests, Makeables adds value to businesses with anything 'makeable' such as assembly, packing and finishing. Employees at our Makeables sites at Rocklea and Tingalpa perform a range of tasks including industrial assembly and pallet production, labelling, screen printing, boxing and bagging for a variety of businesses.

MONTE LUPO CAFE & COFFEE CARTS

Multicap's hospitality businesses serve more than 20,000 beverages this year from four locations across Brisbane - our coffee carts at Capalaba and Tingalpa, and our cafes at Eight Mile Plains and Banyo. Our employees gain experience in customer service, barista skills and managing transactions, as well as meal preparation, food delivery, baking and cooking, and food hygiene. Our Eight Mile Plains cafe doubles as a gallery, selling homewares and art pieces created in our Monte Lupo Arts Studio

LAUNDRETTO

Our Banyo and Capalaba Laundrettos are both full-service laundrettes. They offer fluff and fold, dry cleaning and ironing services all in the one location. Self-service options are also available. Our employees gain transferable experience in customer service and laundry skills.

MONTE LUPO ARTS STUDIO

Multicap established Monte Lupo in 1991 to provide creative employment solutions to artists with disability. Over the past 29 years, the clay products have been refined to ensure we can provide meaningful employment. Everyone in the studio is a valued team member and plays an important role in creating each piece, through creative collaboration. Our artists with disability have a combined 155 years of experience in the studio, with an average length of employment of nine years. Our team held five exhibitions this year and their art is for sale in the Monte Lupo cafe and via the Monte Lupo online store.

The Multicap/PepsiCo Partnership



CHALLENGE

PepsiCo required a cost-effective, high-volume co-packing solution with the ability to implement strict quality control processes and meet long-term growth requirements.



SOLUTION

PepsiCo partnered with Multicap at its bespoke warehouse in Tingalpa for an initial two-month trial. The trial involved establishing a production line on which products would be packaged, sealed, date-stamped, quality inspected and packed for transport. Quantities of between 7 and 9 pallets (96 cartons on a pallet) are packaged each day.

Staff, including job coaches, supported employees and quality assurance, were trained in all aspects of the job with an emphasis on quality control.



OUTCOME

After a successful trial of outsourcing its packing requirements, PepsiCo has partnered with Multicap to package three product campaigns with the scope to grow to 10 over three years.



IMPACT

Employment opportunities for people with disability:

In the first year of the partnership, 30 supported employees will be required, growing to 100 in the second year and more than 200 in the third year.

Supported employees work with a job coach at varying ratios, from one supported employee per coach, to five supported employees with just one coach.

The goal is to build confidence and competence so that supported employees can work with greater independence, working towards open employment opportunities.



“Everyone is trained in the process and what is required to meet 100 percent quality control on each job–PepsiCo has been impressed by our quality control. This quality control happens regardless of who the client is.”

Donna Holden, Warehouse and Logistics Manager

**PARTNERSHIP
BENEFITS**



PARTNERSHIP BENEFITS TO PEPSICO

- Local supplier
- Ability to scale up and down to meet business demand
- Cost-effective
- Providing jobs to the local community

PARTNERSHIP BENEFITS TO MULTICAP

- Enhanced employment opportunities for existing employees
- Increased recruitment opportunities
- Increase pathway opportunities for supported employees by improving skills

We are committed to our staff relationships

THE PEOPLE



SUPPORT EMPLOYEES

Neil, 43

Packaging Assistant

Neil works two days a week on the PepsiCo account and enjoys the challenge of learning new skills and getting the job done. His goal is to increase his working days from two to three, while saving up to buy a car and live independently.

"I get up and enjoy going to work—work is important to me," he said. "At the end of the day I feel a lot better about myself that I've put the effort in and taken on new challenges."

Andrew, 32

Packing and Production

Andrew works four days a week on the PepsiCo account and likes the challenge of getting the job done on time. From a personal perspective, it's important to Andrew to have his own money and independence.

"I work really hard and as long as there is variety and it keeps me busy, I'm happy," he said. "I feel happy at the end of the day."

Nicolas, 20

Packaging Assistant

Nicolas works three days a week on the PepsiCo account and has earned a reputation as the 'star gluer' on the production line team. While this is Nicolas' first job, he's quickly found his feet and is working towards increased independence on the job.

"I'm excited and happy to be learning new skills working with Multicap and PepsiCo," he said. "My goal is to become independent at work."

MAKEABLES SUMMARY



Makeables make the manual elements of production and distribution easier - we can do those time-consuming jobs in a timely and cost-effective way leaving you and your staff free to focus on meeting the needs of your business.

Our services are fully scalable, helping you to deliver projects faster and leverage your labour costs to maximise return on investment. We have a dedicated team of production designers and problems solvers that guide our propositions and solutions for our clients.

We have tackled all kinds of jobs over the years at Makeables, including but not limited to assembly, packaging and finishing.

Guided by a vision that everyone deserves independence, skill development and satisfaction, Makeables provides meaningful training and employment opportunities for people living with disability.

By choosing Makeables, you are helping to provide employment and training opportunities that change people's lives. Working at Makeables provides greater independence, skill development and job satisfaction for a person living with disability, boosting confidence and providing a strong sense of purpose.

Support from your business empowers us to deliver on our aim to increase long-term employment opportunities and skills for people living with disability.



MULTICAP[®]
HIGH NEEDS DISABILITY SUPPORT

For more information on local services
phone **1300 135 886** or visit **multicap.org.au**

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Our Offices Brisbane | Gold Coast/Tweed Heads
Sunshine Coast | Central/North Queensland
South West Queensland | Logan/Redlands