

Welcome to Multicap Limited's 55th Annual General Meeting



Mr Michael Roche

Chairman of the Board

Ms Joanne Jessop

Chief Executive Officer

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Multicap Board



John Gallimore



Anna Marie Shaw



David Eades



Chris Perkins



Angela Tillmanns (From May 2017)



Michael Roche (From Feb 2017)



Harry Carrick (to Feb 2017)

Multicap Limited

Changes in Directors after 30 June 2017

Mr David Eades – Director since 2004, appointed Director since 2016 and Interim Chair for 2016/17. Retired in September 2017.

Ms Heather Gardner – Appointed Director since September 2017

Mr David Withers – Casual Elected Director since October 2017

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Our Board Committees

2016/17

Audit, Compliance and Risk Management Committee

Mr Anthony Oostenbroek - Chair

Finance Committee

Mr Chris Perkins- Chair

Property Committee

Mr Harry Carrick – Chair

Client Outcomes Committee

Mrs Mary Hourigan-Mackinnon- Chair

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Our Board Committees 2017 onwards

Finance, Audit and Assets Committee

Mr Chris Perkins - Chair

Risk, Quality and Systems Committee

Ms Angela Tillmanns - Chair

Business Development Committee

Mr Michael Roche— Chair

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Multicap Executive Leaders



Joanne Jessop
Chief Executive
Officer



Fiona Haynes
GM Social Enterprise



Bev Wrona
GM People and
Culture



Julian Smart
Chief Financial
Officer



Nigel Taylor
GM Facilities



Sandra Williams
Company
Secretary



Seth Grantley
Chief Operations
Officer



Peter Loughnane
Chief Integration
Officer

Multicap Regional Managers



*Jon Mewett
North Coast Region*



*Karen Bailey
Central & Nth Qld Regions*



*Stacey Hemara
Redlands/ Gold Coast
Region*



*Sharon
Pendergast
Specialist Services*



*Denise Upshall
Brisbane and West Region*

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Multicap's Strategic Plan

LOOKING FORWARD Multicap Strategic Plan 2016-2021



KEY AREAS OF FOCUS FOR 2016 - 2021 STRATEGIC PLAN



STRATEGIC CAPABILITIES - THE FOUNDATION

To deliver our key areas, Multicap has identified six strategic capabilities we will continue to develop as foundations for our quality service.



Multicap's Great Expectations and Leadership Behaviours

Definitions

Purpose: Reason for being

Values: Guiding principles

Priorities: Actions taken to pursue the vision

Brand Promise: Our commitment to our stakeholders

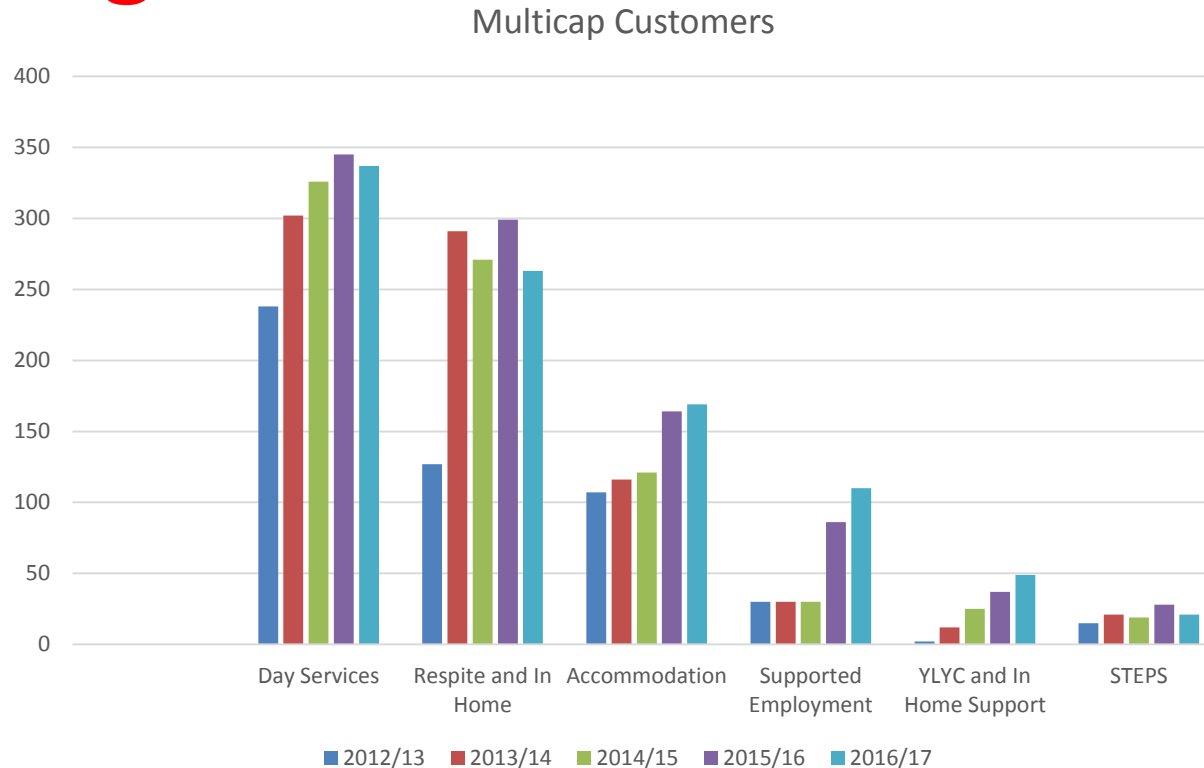
Vision: Position we aspire to achieve in a reasonable timeframe

Behaviours: How people act on a daily basis

Self Determination: Knowing and doing what is best for ones self

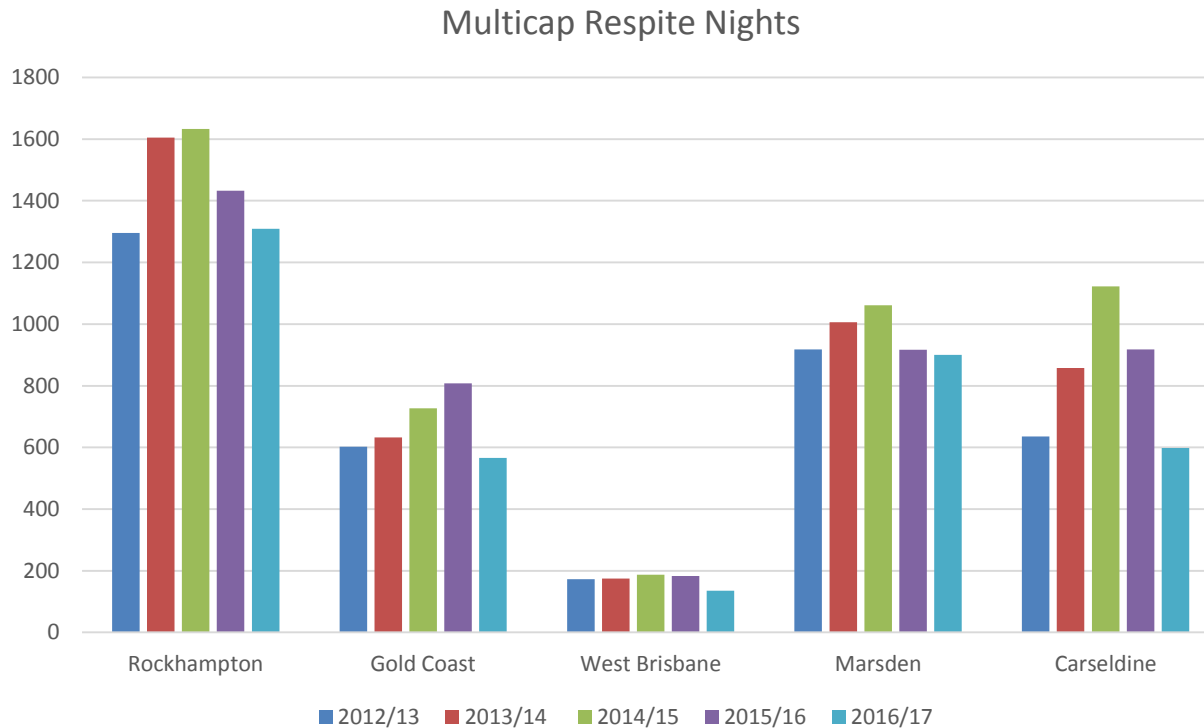
Self Advocacy: Sharing this information with others

Delivering on our sole purpose - growth in services



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Delivering on our sole purpose - growth in services



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Multicap Staff and workforce

- Hewitt staff engagement – 57%
- Focused activities to increase staff engagement
- Retention July-Sept 2017 was 94%
- Regular assessment centres across all regions for new staff
- Improved on-boarding for new employees
- Staff profiles for matching customer needs
- On-line training in place, and reciprocal training with AFA organisations
- Annual DSW Conference

Multicap Celebrates



2016- Projects achieved

- **Laundrette at Capalaba**
- **Multicap Hub in Mackay**
- **Multicap Hub in Toowoomba**
- **Monte Lupo Coffee carts**
- **Eight Mile Plains Bathroom renovation**



Multicap Mackay Hub



Monte Lupo Coffee Carts



FashionAble



Toowoomba Hub



What is ahead – 2017 Projects

- **2 x 4 bedroom accessible residential homes in Finucane Rd Alexandra Hills - EPCII**
- **Specialised accommodation in Brisbane for people with Prader Willi Syndrome**
- **1 x 4 bedroom and 1 x 3 bedroom homes in Ormeau on Gold Coast**
- **2 houses on the Sunshine Coast**
- **Northern NSW Tweed Hub**
- **Murwillumbah Respite Facility**

Update - NDIS

- Mackay – customers moving to second year of NDIS plans. State Govt funds ceased in Dec 2016. Some teething issues.
- Toowoomba and Ipswich – most customers have an NDIS plan. State Govt funds cease in Dec 2017.
- Rockhampton commenced transition on 1 November for existing customers.
- Our goal is seamless services and support for customers who choose Multicap.
- Some real challenges with quality of plans, transport, accessing the NDIS Portal etc

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Partnerships of Support – thank you to our generous supporters

- Queensland State Government
- Federal Government
- Local Government
- Local Service Clubs
- Gambling Community Benefit Fund
- Motorama – Toyota vehicle
- JJ Richards
- The Flannery Foundation
- Dowling Foundation
- Sunnybank Community and Sports Club
- Fashionable sponsors - Michael Hill, Sharman Property Services and AVA Vehicle Solutions.

***Presentation of Financial
Statements
by
Mr Chris Perkins
Chair Finance Committee

Resolution 1***

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***Presentation of Auditor's
Report
by
Mr Adrian Narayanan
of
HLB Mann Judd***

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Election of Directors

Resolutions 2-3

The Board will consist of not more than seven directors, with no more than four being elected and no more than three being appointed.

Mr John Gallimore – re-election following retirement

Mr David Withers – election to fill a casual vacancy

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Resolutions 2-3 - Election of Directors

That Mr John Gallimore be elected as a Director of the Company under Rule 7.2 of the Company's Constitution.

That Mr David Withers be elected as a Director of the Company under Rule 7.2 of the Company's Constitution

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Resolution 4 – Term of Office

That the term of office of each of the Directors elected today be taken to commence today and expire at the conclusion of the AGM in 2020, with any previous service to the Company in any role to be disregarded.

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Multicap Life Membership Award

**Ms Sandra Williams –
Employee since 1991**



**Mr John Gallimore –
Director since 1997**

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***Confirmation of
Patron of Multicap
Limited -
His Excellency
Hon Paul De Jersey AC
Governor of
Queensland***



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Appointment of Multicap Limited's Auditors for 2017/2018

HLB Mann Judd

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All ways. Always***

THANK YOU