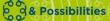


#### Welcome to Multicap Limited's 55<sup>th</sup> Annual General Meeting













# Mr Michael Roche

Chairman of the Board

# Ms Joanne Jessop

Chief Executive Officer







**Multicap Board** 





## 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









### 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







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

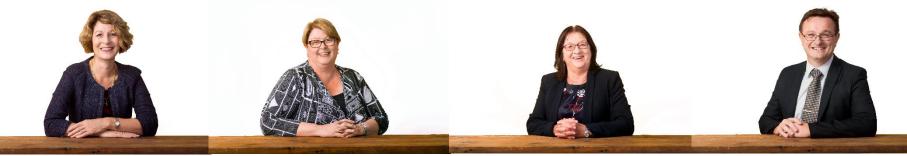






# **Multicap Executive Leaders**





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





## **Multicap's Strategic Plan**

#### LOOKING FORWARD Multicap Strategic Plan 2016-2021

Multicap's focus will remain on improving the qualityThe Strategic Plan provides the fra empowering our customers to cho Multicap to provide them with inno accountable and sustainable service		choose innovative,		Multicap will maintain a sound financial base
disability whilst recognising the NDIS is a fundamental business process change	jeeds.	customer satisfaction by attracting and retaining the right staff	Multicap will only acquire assets as a tool for service delivery	Multicap will leverage existing assets to provide capital for our growth strategy
footprint will expand in response to customer needs and growth opportunities	Multicap will actively grow over the next five years as we respond to customer needs	Multicap will ensure staff development meets emerging customer and organisational needs	Multicap's assets need to enable flexible service models that respond to future market demands	Multicap will maintain funding flexibility to respond to the changing environment
KEY AREAS OF FOCUS FOR 2016 - 2021 STRATEGIC PLAN				
We are integrated into our local communities	Our growth in services is sustainable	We are an employer of choice	Our systems and process are streamlined	We have disciplined financial and capital management
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.				
ľ	Multicap's geographic footprint will expand in response to customer needs and growth opportunities KEY AREA We are integrated into our local communities	Multicap's geographic         footprint will expand in         response to customer         needs and growth         opportunities         KEY AREAS OF FOCUS FOR 2         We are         integrated         into our local         communities	Multicap's geographic footprint will expand in response to customer opportunities       Multicap will actively grow over the next five years as we respond to customer needs       Multicap will ensure staff development meets emerging customer and organisational needs         KEY AREAS OF FOCUS FOR 2016 - 2021 STRATE         We are integrated into our local communities       Our growth in services is sustainable       We are an employer of choice	meet their individual needs.Multicap will actively grow over the next five years as we respond to customer needsMulticap will actively grow over the next five years as we respond to customer needsMulticap will ensure staff development meets engring custome rand organisational needsMulticap will only acquire assets as a tool for service deliveryMulticap will expand in response to customer needsMulticap will ensure staff development meets engring customer and organisational needsMulticap will only acquire assets as a tool for service deliveryMulticap will expand in response to customer needsMulticap will ensure staff development meets engring customer and organisational needsMulticap will only acquire assets as a tool for service deliveryMulticap will expand in response to customer needsMulticap will ensure staff development meets engring customer and organisational needsMulticap will only acquire assets as a tool for service deliveryKEY AREAS OF FOCUS FOR 2016 - 2021 STRATEGIC PLANMulticap will ensure staff development meets engring customer and organisational needsMulticap will ensure staff development meets ensureWe are integrated into our local communitiesOur growth in services is sustainableWe are an employer of choiceOur systems and process are streamlined







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Commits to a sustainable future

e accountable <sup>for yo</sup>ur ole Growth in services is sustainable Employer of choice Streamlined systems and processes Disciplined financial and capital management

people with

disabilities and their

## **Multicap's** Great **Expectations** and Leadership **Behaviours**

A Rue culture ro. Promotes sen dignity Brand privacy and dignity Brand Promotes Brand Brand Promotes Brand Brand Brand Promotes Brand Brand P Brand Promise: Our commitment to our stakeholders

Vision: Position we aspire to achieve in a reasonable timeframe Self Determination: Knowing and doing what is best for ones self Self Advocacy: Sharing this information with others

**Q&** Possibilities







Delivering on our sole purpose - growth in services Multicap Customers

> 400 350 300 250 200 150 100 50 0 **Day Services** Respite and In Accommodation Supported YLYC and In **STEPS** Home Employment Home Support

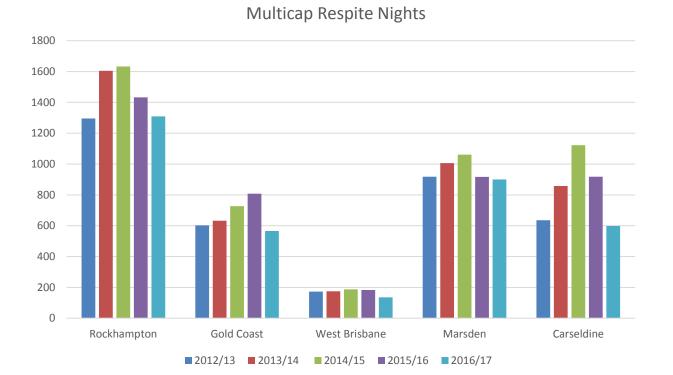
> > ■ 2012/13 ■ 2013/14 ■ 2014/15 ■ 2015/16 ■ 2016/17







Delivering on our sole purpose - growth in services









#### Multicap Staff and workforce

- Hewitt staff engagement 57% lacksquare
- 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

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





#### **Multicap Mackay Hub**

all ways.always











#### **Monte Lupo Coffee Carts**





**FashionAble** 





Cool & Families

e Possibilities





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.

6 g & Families

 Some real challenges with quality of plans, transport, accessing the NDIS Portal etc *Multicap Limited 55<sup>th</sup> AGM All ways. Always*

& Possibilities



**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.

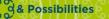




# Presentation of Financial Statements by Mr Chris Perkins Chair Finance Committee

#### **Resolution 1**



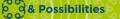






# **Presentation of Auditor's** Report by Mr Adrian Narayanan HLB Mann Judd









### Multicap Limited 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 Multicap Limited 55<sup>th</sup> AGM All ways. Always







## Multicap Limited 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 *Multicap Limited 55<sup>th</sup> AGM All ways. Always* 







#### Multicap Limited 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 Compnay in any role to be disregarded.





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## Multicap Life Membership Award



6 & Families

#### Ms Sandra Williams – Employee since 1991

#### Mr John Gallimore – Director since 1997

Multicap Limited 55<sup>th</sup> AGM All ways. Always

**9&** Possibilities



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

6 4 Families





Multicap Limited 55<sup>th</sup> AGM All ways. Always

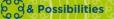
& Possibilities



#### **Appointment of Multicap Limited's Auditors for 2017/2018**

## **HLB Mann Judd**









## Multicap Limited 55<sup>th</sup> **Annual General Meeting** All ways. Always

#### THANK YOU



