

Welcome to Multicap Limited's 56th Annual General Meeting



Mr Michael Roche

Chairman of the Board

Ms Joanne Jessop

Chief Executive Officer

Multicap Limited 56th AGM All ways. Always

Multicap Limited Board



Michael Roche
(Chair)



John Gallimore
(vice Chair)



Angela Tillmanns



Chris Perkins



David Eades
(to Sept 2017)



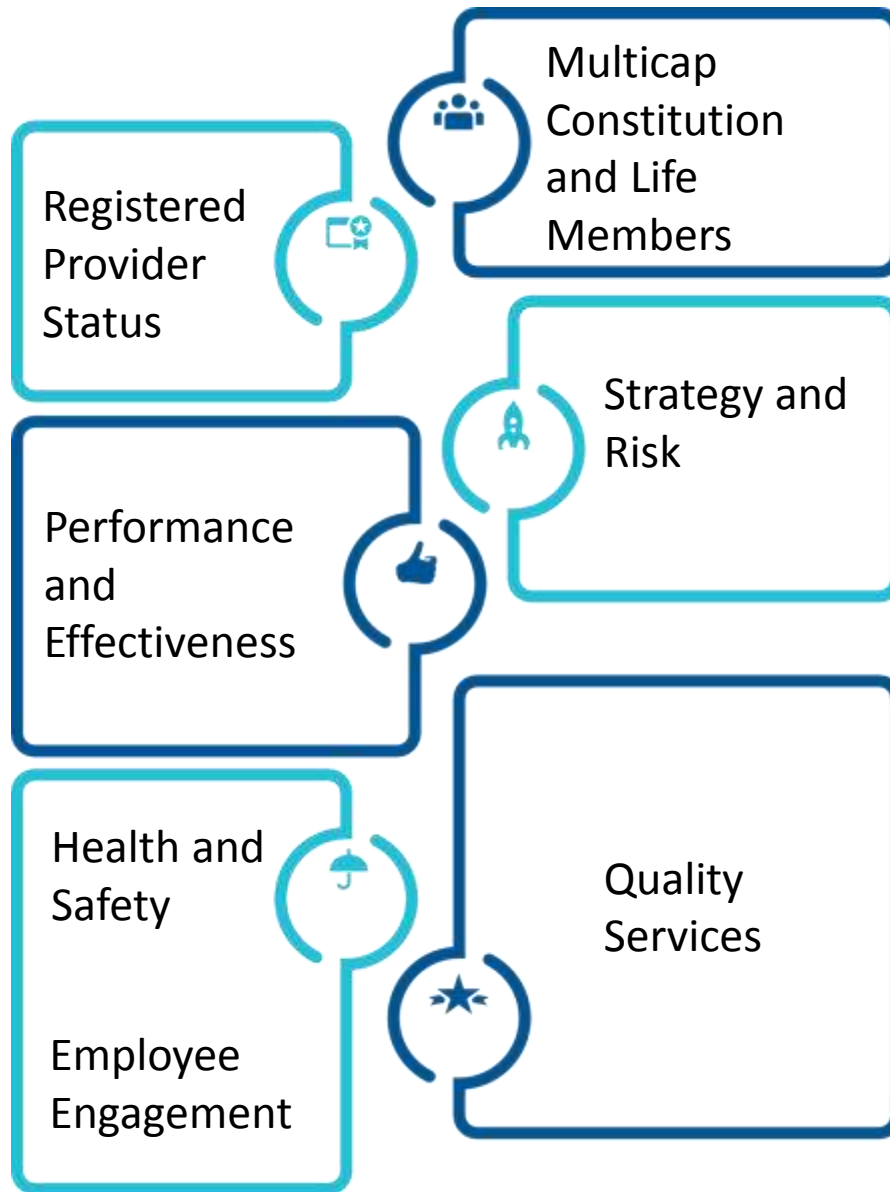
Anna-Maree Shaw



Heather Gardner



David Withers



Our Governance, Quality and Risk Management

Changes in Directors during the year

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 — Elected Director since October 2017

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Our Board Committees

2017/ 2018

Finance, Audit and Assets Committee

Mr Chris Perkins - Chair

Risk, Quality and Systems Committee

Mrs Angela Tillmanns - Chair

Business Development Committee

Mr Michael Roche – Chair

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Multicap Senior Executive Leaders



Joanne Jessop
Chief Executive Officer



Kate Johnson
Chief Employee Experience Officer



Nigel Taylor
Chief Assets and Strategy Officer



Seth Grantley
Chief Operations Officer



Mike Goodall
Chief Commercial Officer



Sandra Williams
Company Secretary



Fiona Haynes
GM Social Enterprise



Bev Wrona
GM People and Culture



Julian Smart
Chief Financial Officer



Sharon Pendergast
GM Support Services



Damion Lipman
GM Support Services



Simon Wardale
GM Specialised Services

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

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 cleaning 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

INSUPPORTED 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 4% increase from 2017

Delivering on our sole purpose – supporting our customers



1,644,420
HOURS OF SUPPORT PROVIDED
IN MULTICAP HOMES.

CUSTOMERS USING OUR
COMMUNITY HUBS



240,956
COMMUNITY HUB ACTIVITY
HOURS THIS YEAR.



14

THE TOTAL NUMBER OF
COMMUNITY HUBS FOLLOWING
THE CLOSING OF TWELVED HEADS.

SHORT TERM ACCOMMODATION
NIGHTS PROVIDED BY MULTICAP



106
ASSISTED EMPLOYEES
across 11 social enterprise businesses.



\$3,592,517
MILLION
OF GROSS ECONOMIC BENEFIT
TO AUSTRALIA

\$947,416
IN REVENUE FROM OUR 3,767
CUSTOMERS

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Multicap says farewell to some special friends

<i>Lloyd Hastings</i>	<i>Robina Respite</i>
<i>Stephen Thelander</i>	<i>Redland Bay</i>
<i>Lily Chee</i>	<i>Alexandra Hills</i>
<i>John Davis</i>	<i>Bli Bli</i>
<i>Keith Van der Linde</i>	<i>EMP Hub</i>
<i>Jennifer Pidgeon</i>	<i>Nudgee Hub</i>
<i>Shannon Johnson</i>	<i>Rockhampton</i>
<i>Noel Schinkel</i>	<i>Nudgee Hub</i>



Multicap Staff and workforce

Staff Engagement



Employee Numbers

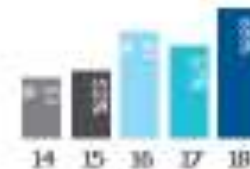
CASUAL	FULLTIME	INVERTISE	TOTAL
↑ 132	↑ 45	↑ 155	↑ 330
↓ 240	↓ 26	↓ 222	↓ 488
TOTAL 36	TOTAL 19	TOTAL 26	TOTAL 81

New jobs created

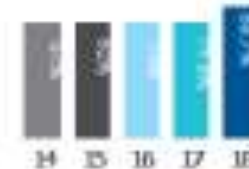
a 1200% increase on last year



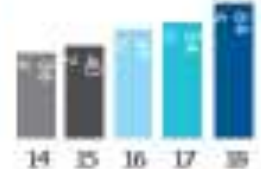
Staff Engagement



Staff Retention Percentages



Staff Numbers FTE



Community Access Respite Service - CARS

- CARS and Multicap signed a formal agreement for an exciting future together in October 2017.
- All CARS staff were offered employment with Multicap.
- Customers have a wider range of services and support to choose from.



Multicap Celebrates 2018



FashionAble 2018



Rugby League Day 2018



Multicap Projects 2018 2019

What is ahead – Sunshine Coast & Kuraby

- Property purchase on the Sunshine Coast
- Property purchase in Kuraby

Multicap EMP Improvements



Multicap Tweed Heads Hub



Multicap Toowoomba Hub



Multicap Projects 2019

- 5 units of specialised accommodation in Brisbane for people with Prader-Willi Syndrome

What is ahead – Ormeau

- 1 x 4 bedroom and 1 x 3 bedroom homes in Ormeau on the Gold Coast



HIGH NEEDS DISABILITY
all-ages, always



KO and CO
ARCHITECTURE
2019

What is ahead – Rockhampton

- 1 x 2 bedroom unit and 2 x 2 bedroom renovated units at Jardine Street Rockhampton



- Property renovation
Sunshine Coast

Update - NDIS

- Mackay, Toowoomba, Ipswich and Rockhampton – most customers have an NDIS plan. State Government funds have ceased across all these regions.
- Brisbane and Gold Coast commenced transition on 1 July 2018 for existing customers.
- Sunshine Coast will commence transition on 1 January 2019.
- Our goal is seamless services and support for customers who choose Multicap.
- Some continuing real challenges with quality of plans, transport, accessing the NDIS Portal etc

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Recognition – thank you to our generous supporters



Mark Woelders –
Motorama, Judy
Boyle and Nigel Taylor



Seth Grantley, David
Smith and Melissa
Dowling - Dowling
Foundation



Di Cant and Partner –
FashionAble, Lisa Cox
– Model and Richard
Hughes



Presentation of Financial Statements

by

Mr Chris Perkins

Chair Finance Committee

Resolution 1

**The Company's financial reports and
the report of the Directors for the
financial year ended 30 June 2018 be
adopted.**

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

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Multicap Limited

Election of Directors

Resolution 2

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

That Mr Chris Perkins be elected as a Director of the Company under Rule 7.2 of the Company's Constitution and that the term of office be taken to commence today and expire at the conclusion of the AGM in 2021, with any previous service to the Company in any role to be disregarded.

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



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***Thank you to Multicap Limited's
Auditors for the past 13 years
HLB Mann Judd***

Audit Partners
***Corday Sturgess
Chris King
Adrian Narayanan***

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***Appointment of Multicap Limited's
Auditors for 2018/2019
Bentleys Queensland***

Audit Partners
Ashley Carle
Stewart Douglas

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***Multicap Limited 56th
Annual General Meeting
All ways. Always***

THANK YOU

Please join us for a light lunch in the Boardroom