



**MULTICAP<sup>®</sup>**

HIGH NEEDS DISABILITY SUPPORT

*all ways.always*

# WELCOME TO MULTICAP LIMITED'S 57<sup>TH</sup> ANNUAL GENERAL MEETING



**Mr John Gallimore**

*Chair of the Board*

**Ms Joanne Jessop**

*Chief Executive Officer*

# Multicap Limited Current Board



**John Gallimore**  
(Chair)



**Chris Perkins**



**Anna-Maree Shaw**



**Angela Tillmanns**

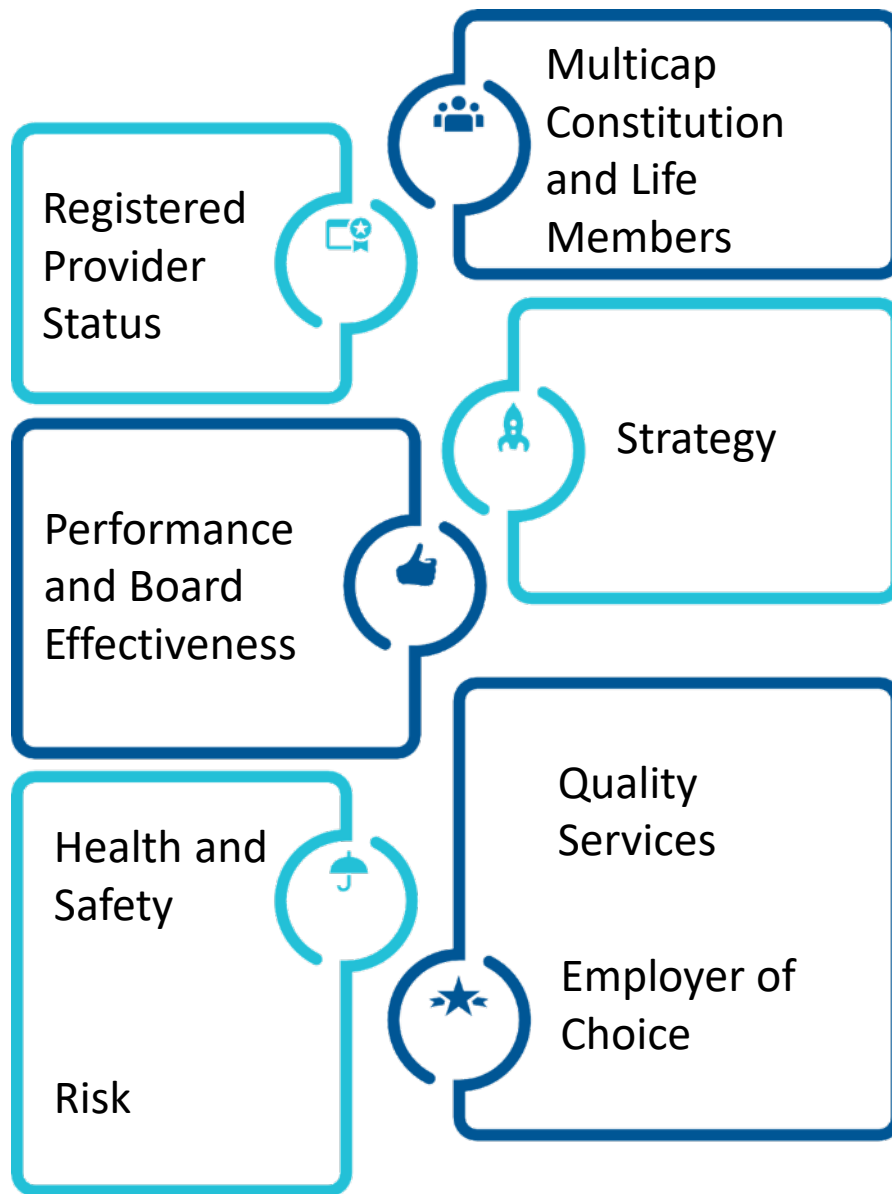


**Heather Gardner**



**David Withers**

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## ***Our Governance, Quality and Risk Management***

### ***Changes in Directors this year***

**Mr Michael Roche** – Director since 2017. Passed away unexpectedly July 2019.

**Ms Anna-Maree Shaw** – Director since 2015. Not seeking re election in 2019.





# **Our Board Committees**

## **2018/ 2019**

### ***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 to July 2019

Mr David Withers – Chair from August 2019

# Multicap Executive Leadership Team



*Joanne Jessop*  
*Chief Executive  
Officer*



*Seth Grantley*  
*Chief Operations  
Officer*



*Kate Johnson*  
*Chief Employee  
Experience Officer*

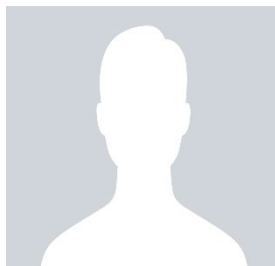


*Simon Wardale*  
*Chief Clinical and  
Practice Officer*



*Nigel Taylor*  
*Chief Assets and  
Strategy Officer*

*Vacant*  
*Chief Commercial  
Officer*

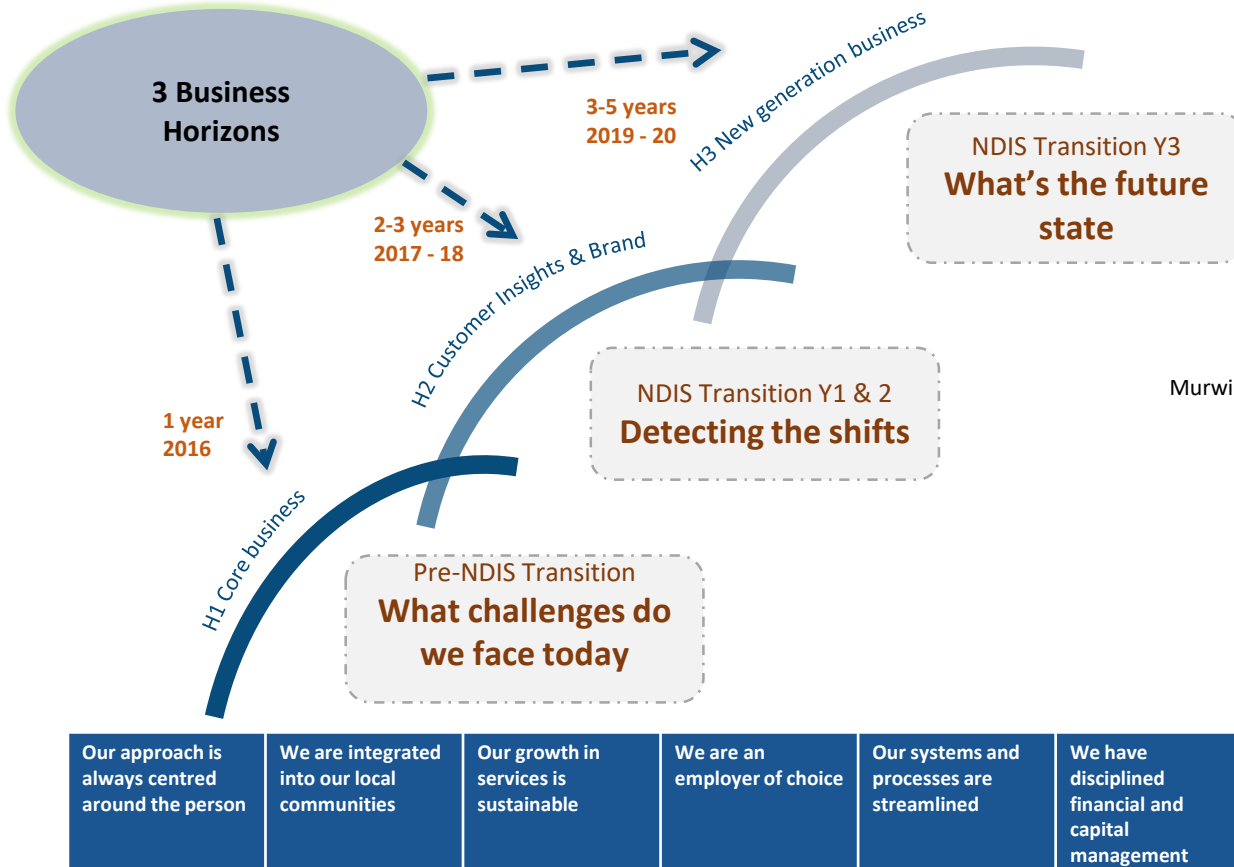


*Sandra Williams*  
*Company  
Secretary*

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# STRATEGIC PLAN HORIZONS

## 2016 - 2021



### Key Outcomes over the 5 year plan

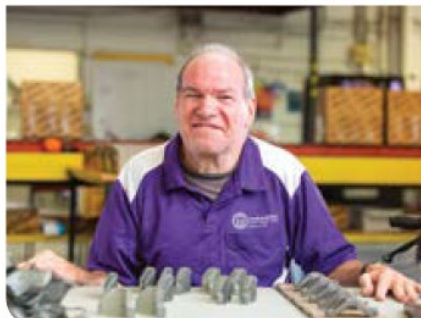
80%	✗	Services: Quality of life measures; value proposition; >95% customer retention
Murwillumbah	✗	Geographic Spread: Mackay to Lismore/Ballina
	✓	Growth: \$40M to \$80M
	✓	People: Top quartile for staff engagement; staff turnover below industry average
	✓	Assets: Return on assets (ROA) at an acceptable level
	✓	Capital: EBITDA >=5%

# Multicap's Strategic Plan



## 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.



## TWO

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



## THREE

Our organisation has grown as we have responded to customer 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 success in their roles.



## FIVE

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



## SIX

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



# OVERVIEW

## 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

## 2019 Highlights

 **1,380,591 km**

Driven when supporting our customers to access their communities. An increase from last year's 1,370,407 km.

  
**111**

Supported Employees across 10 Social Enterprise business locations



Supported Independent Living customers increased to 209  
A 6% increase from last year (197)

Two brand-new, fully accessible homes will open in Ormeau in late 2019. Built by Multicap Housing, the Goldmine Road and Woodland Court properties will provide modern, spacious homes for five people living with disability.

**2,393,098** 

Hours of support provided to customers by Multicap throughout the year



**16**  
COMMUNITY HUBS

 **124**

PROPERTIES

**76**

VEHICLES TO SUPPORT OUR CUSTOMERS



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# Delivering on our sole purpose – supporting our customers

12



ADDITIONAL  
CUSTOMERS MOVED  
INTO SUPPORTED  
INDEPENDENT LIVING

TOTAL CUSTOMERS  
IN SUPPORTED  
INDEPENDENT LIVING  
ACCOMMODATION

2019 – 2019 (6% increase from last year)

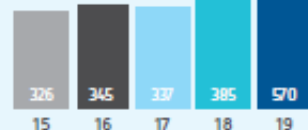


1,844,070

HOURS OF SUPPORT  
PROVIDED IN  
MULTICAP HOMES

this is comparable to last  
year's figure of 1,644,420

CUSTOMERS USING  
OUR COMMUNITY  
HUBS IN 2019



269,920

COMMUNITY HUB  
ACTIVITY HOURS  
THIS YEAR



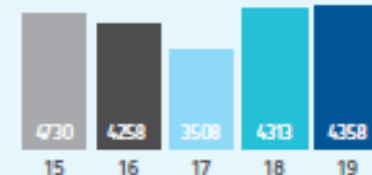
16



THE TOTAL NUMBER  
OF COMMUNITY HUBS

following the opening the  
Marsden and Robina

SHORT TERM  
ACCOMMODATION  
NIGHTS



44,419

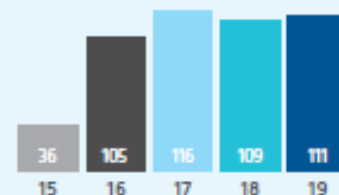


COFFEES AND DRINKS  
WERE SOLD AT MONTE  
LUPO GALLERY CAFES

\$1,630,120

of direct economic benefit  
to Australia  
\$800,758 IN REVENUE

SUPPORTED EMPLOYEES



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# Multicap says farewell to some special friends

## Customers

Maddison Robinson

Joshua Stanley

Veronica Gallagher

Susan Joyce

Antonio Pitetti

Noeleen Rogers

Joshua Ward

Raymond Grossberg

Christine Weight

- CARS
- Makeables
- EMP Hub
- Carina Heights
- Boondall
- Runcorn
- Pine Rivers
- Pine Rivers
- Kuraby

## Families

Glen Easlea – Father of Gary, founding family and Life Member

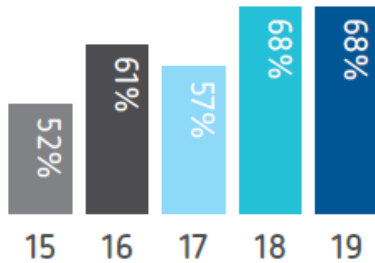
Peter Argyris – Father of Maria



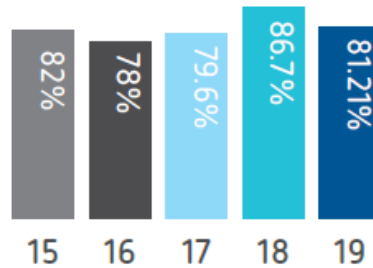
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# Multicap Staff and workforce

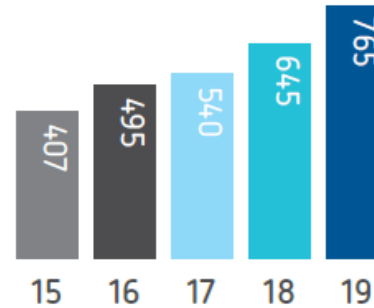
## Staff Engagement











## Staff Retention



## Staff Numbers FTE



## Staff Numbers

CASUAL	FULL-TIME	PART-TIME	TOTAL
 190	 74	 172	 436
 317	 141	 250	 708
TOTAL 507	TOTAL 215	TOTAL 422	TOTAL 1144

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# Opening of Finucane Road



## Formal Opening July 2019

Col Rooney ex President of  
Share Bayside, Michael Roche  
Chair Multicap, Don Brown MP  
Capalaba



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# Multicap Celebrates 2018



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ABILITY • DIVERSITY • INCLUSION

# FASHIONABLE

by Multicap



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# Interservice Cup 2019



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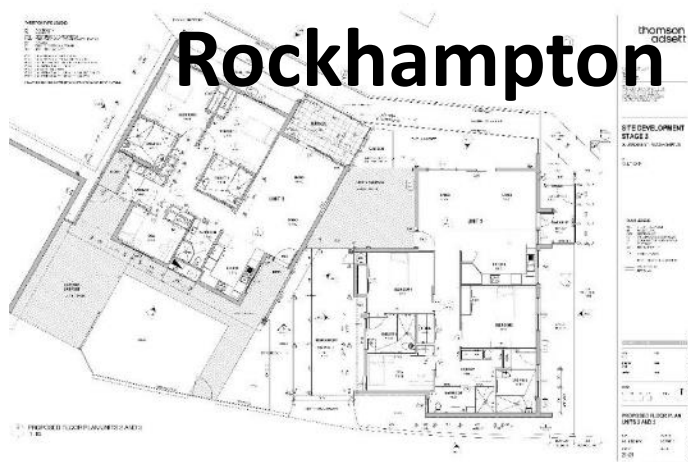
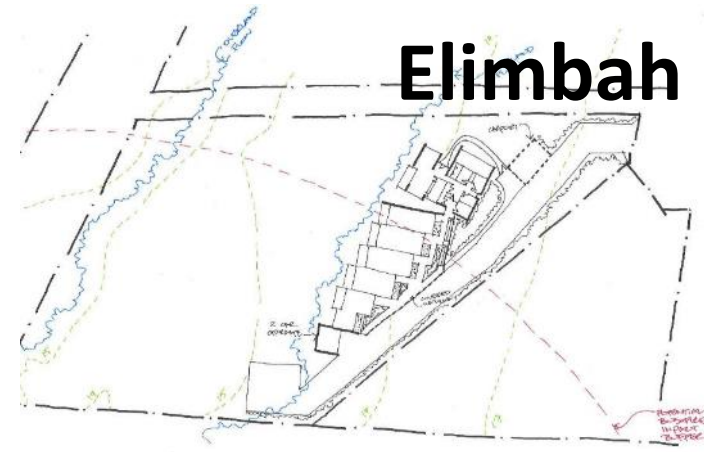
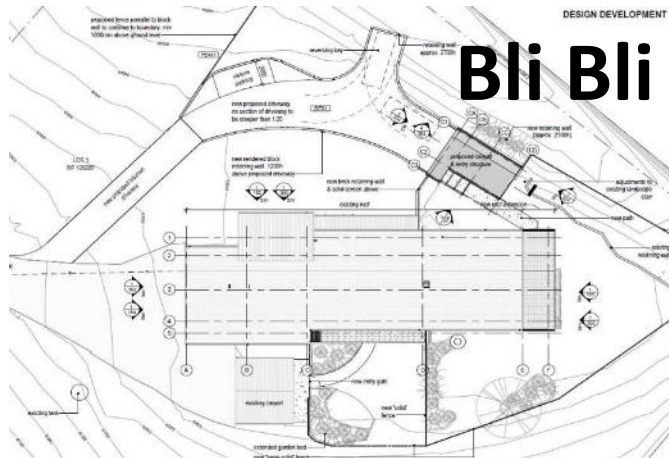


# Multicap Projects 2019 2020



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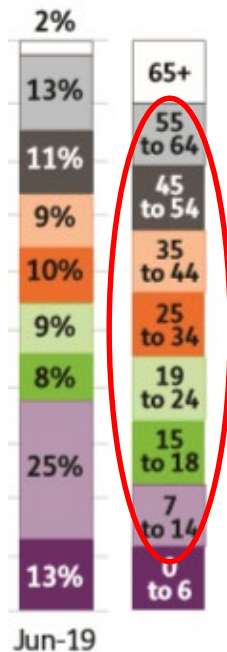
# Multicap Projects 2020



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# NDIS PARTICIPANT PROFILES

National profile by **Age**



National profile by **Disability**

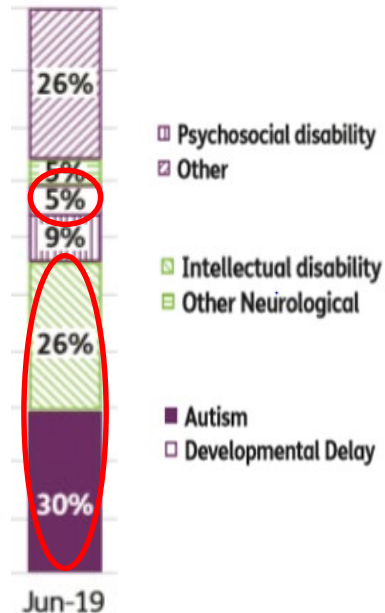
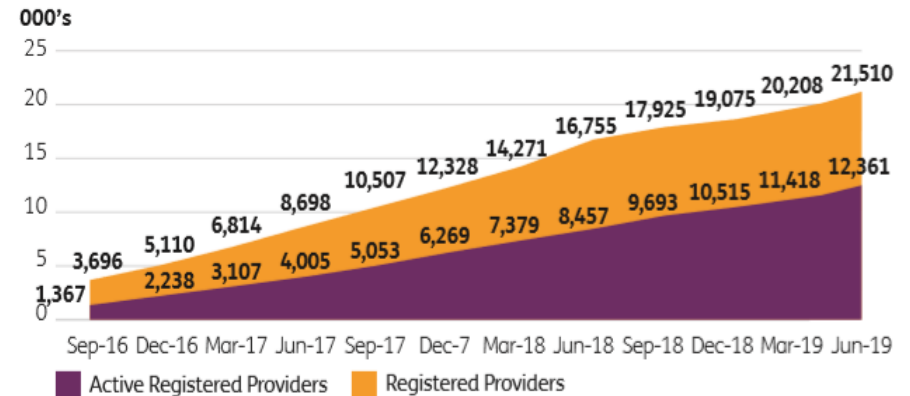


Figure 31: Growth in registered providers



# Transition to the NDIS

- **Brisbane and Gold Coast commenced transition on 1 July 2018 for existing customers and Sunshine Coast commenced transition on 1 January 2019.**
- **Our goal was seamless services and support for customers who choose Multicap.**
- **All our customers have transitioned to a new funding model – either NDIS, CoS >65yrs, CoS<65 yrs, or QCSS**
- **Some continuing real challenges with quality of plans, transport, accessing the NDIS Portal, timing of payments etc**
- **In total, over 52,000 participants have now been supported by the NDIS in Queensland, with 29% receiving support for the first time.**
- **57% of NDIS Scheme to date bilateral estimate met (1 APRIL 2016 - 30 JUNE 2019)**



*Multicap Limited*  
*Amendment of Constitution*  
*Resolution 1*



**That Clause 7.1 ( c) of the constitution of the Company be replaced with Clause 7.1 ( c) attached and marked “A”; and that all changes will be effective immediately.**

# *Multicap Limited*

## *Amendment of Constitution*

### *Resolution 1*



#### **7.1 Appointment of Directors**

( c) The Board will consist of at least three and not more than nine Directors comprised of:

- at least three but no more than five Directors elected by the Members at a general meeting (***Member Elected Directors***); and
- up to four Directors appointed by the Board from time to time for a term determined by the Board and having regard to their particular skills and experience (***Board Appointed Directors***), provided that a new Board Appointed Director may not be appointed if their appointment would cause the number of Board Appointed Directors at the time to exceed the number of Member Elected Directors holding office at the time.

For the purposes of paragraph (c) (ii), a Director appointed to fill a casual vacancy arising out of a Member Elected Director ceasing to be a Director will, at a relevant time, be taken to be a *Member Elected Director*.

***Presentation of  
Financial Statements  
by  
Mr Chris Perkins  
Chair Finance Committee  
Resolution 2***

**The Company's financial reports  
and the report of the Directors for  
the financial year ended 30 June  
2019 be adopted.**

***Presentation of  
Auditor's Report  
by  
Ashley Carle  
Bentleys Brisbane***

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# ***Multicap Limited***

## ***Election of Directors***



NOMINEE	POSITION	TERM	COMMENTS
ANGELA TILLMANNS	DIRECTOR	3 years	Filling vacant elected position
HELEN DARCH	DIRECTOR	3 years	Filling vacant elected position

*ANNA-MAREE SHAW IS AN ELECTED DIRECTOR WHOSE TERM OF OFFICE ENDS ON 22.11.19. ANNA-MAREE HAS CHOSEN NOT TO SEEK RE-ELECTION.*

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*Confirmation of  
Patron of Multicap Limited*

-

***His Excellency  
Hon Paul De Jersey AC  
Governor of  
Queensland***



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## MULTICAP LIMITED 57<sup>TH</sup> ANNUAL GENERAL MEETING

Thank you  
Please join us for a light  
lunch in the boardroom