



MULTICAP[®]

HIGH NEEDS DISABILITY SUPPORT

all ways.always

WELCOME TO MULTICAP LIMITED'S 58TH ANNUAL GENERAL MEETING

Meeting Life's Challenges Together

Mr John Gallimore

Chair of the Board

Ms Joanne Jessop

Chief Executive Officer

Multicap Limited Current Board



John Gallimore
(Chair)



Angela Tillmanns
(Deputy Chair)



Chris Perkins



Heather Gardner



David Withers



Helen Darch



Dominic McGann

The quality of life of people with disability and their families is enhanced by our support

Our Board Committees 2019 / 2020

Finance and Audit Committee

Mr Chris Perkins - Chair

Risk, Quality and Systems Committee

Mrs Angela Tillmanns - Chair

Strategy Committee

Mr David Withers – Chair

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



Mark Fenton
Chief Commercial
Officer



Wendy Flavien
Chief Customer Strategy Officer
(from Feb 2020)



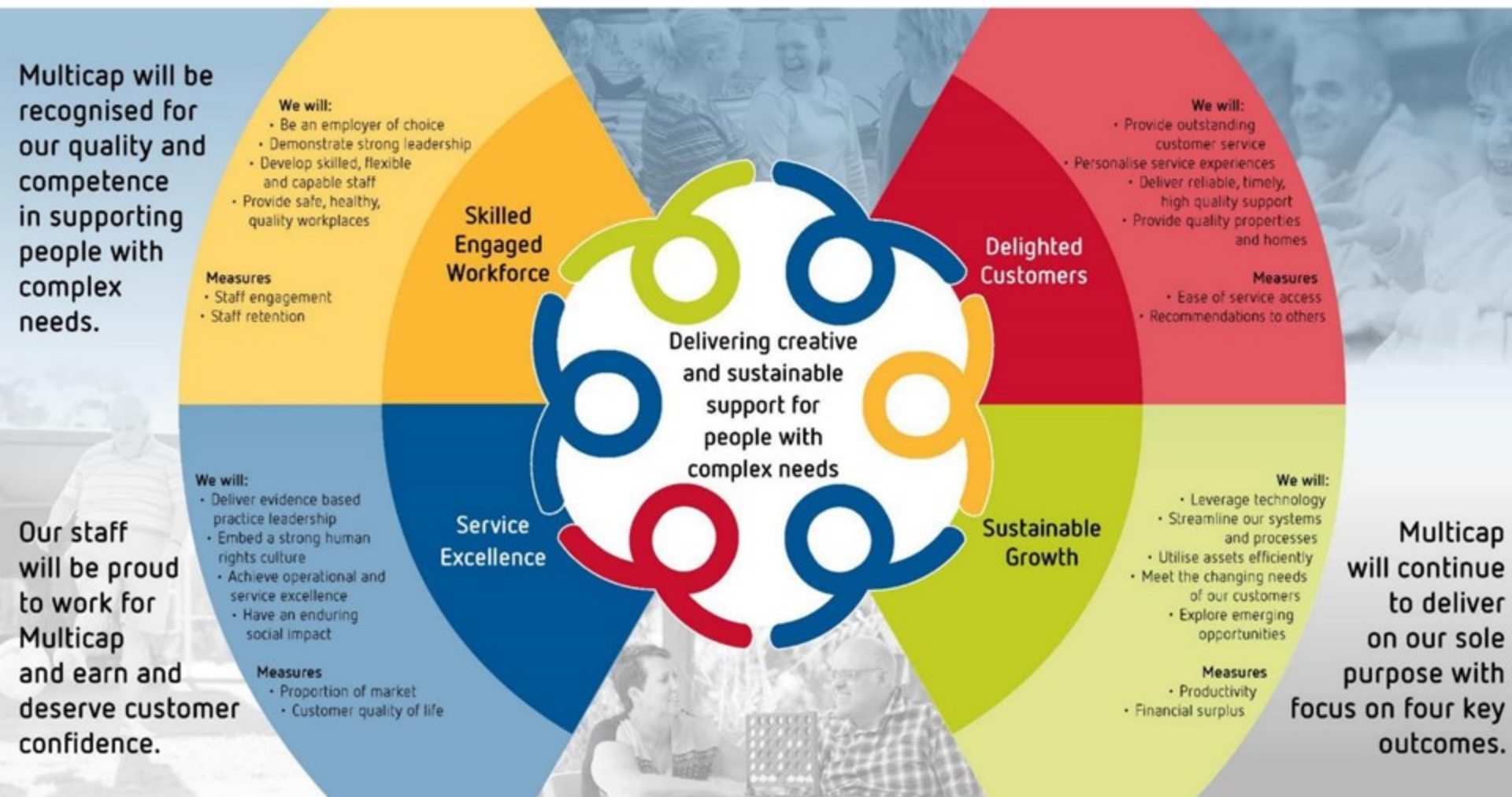
Nigel Taylor
Chief Assets and Strategy Officer
(resigned Jan 2020)



Sandra Williams
Company Secretary

The quality of life of people with disability and their families is enhanced by our support

Multicap's Strategic Plan 2021 Onwards



The quality of life of people with disability and their families is enhanced by our support

Overview of the Year

Multicap's Great Expectations



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

Highlights

2,336,343
TOTAL HOURS OF
SUPPORT PROVIDED
THROUGHOUT THE YEAR

HOME AND
WELLBEING
CUSTOMERS
470



90 VEHICLES
TO SUPPORT
CUSTOMERS

48 BUSES
24 PEOPLE MOVERS
18 PASSENGER VEHICLES

1,281,650 km
DRIVEN WHEN SUPPORTING OUR CUSTOMERS

31

BEDS MADE AVAILABLE
TO STATE HEALTH
DEPARTMENTS TO SUPPORT
COVID-19 RESPONSE

 **20,147**
DRINKS SERVED
AT MONTE LUPO
CAFÉS AND
COFFEE CARTS

115
EMPLOYEES
(EMPLOYMENT SERVICES)

The quality of life of people with disability and their families is enhanced by our support

Delivering on our sole purpose – supporting our customers



12,988

Hours of In-Home Support
provided in FY19-20

In-Home Support
customers



STA nights



340,316

Total Hub support
hours in FY19-20

Community Hub
customers



16

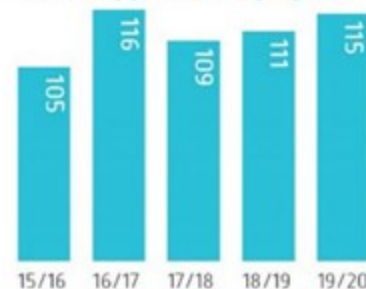
COMMUNITY
HUBS



20,147

Drinks sold at Monte Lupo
cafés and coffee carts
during FY19-20

Total Supported Employees



\$1,574,517

of direct economic
benefit to Australia
\$687,955 in revenue

Multicap Staff and workforce



15/16 16/17 17/18 18/19 19/20

MULTICAP'S OVERALL
STAFF ENGAGEMENT
SCORE WAS 65%



15/16 16/17 17/18 18/19 19/20

STAFF RETENTION RATE



15/16 16/17 17/18 18/19 19/20

STAFF NUMBERS FTE

Staff Breakdown



CASUAL



PART-TIME



FULL-TIME

The quality of life of people with disability and their families is enhanced by our support

Multicap says farewell to some special friends

Customers

David Smith

- Apex

John Graham

- Apex

Sharon Rowland

- North Coast

Suzanne Smith

- South Brisbane

Families

Trevor Kidd

- Helena's Dad

Ruth Kiely

- Lesley's Mum

Jan Forrest

- Merle's Sister



The quality of life of people with disability and their families is enhanced by our support

COVID-19

1. Continue to deliver on our sole purpose for our customers
2. Keep our staff and customers as safe as possible
3. Keep as many people employed as possible.



Disability Royal Commission

- Regular external and internal communications to staff and customers, as well as website communication
- Simon Wardale, Chief Clinical and Practice Officer utilised as expert witness in the Disability Royal Commission
- Issues papers contributed to
 - Emergency Response and Planning
 - Employment
 - Restrictive Practices

The quality of life of people with disability and their families is enhanced by our support

Introducing Multicap's Service Pathways



Home
& Wellbeing

Service options to empower people with disability to live in the way, place and manner that they choose. Services in this pathway improve independence both in and out of the home while enhancing health and wellbeing, to ensure our customers enjoy a sense of comfort and stability.



Community
& Lifestyle

Service options that promote active and independent inclusion of people with disability in their lifestyle choices and community. Services cover all stages of life, focusing on developing social and daily living skills and increasing connections in the wider community.



Work Readiness
& Employment

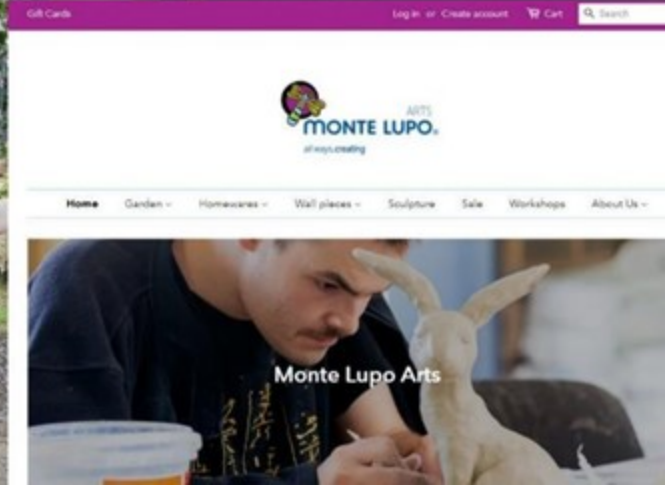
Service options that create training and employment opportunities for people with disability. This pathway continually evolves to ensure each individual has opportunities to reach their full potential through participation and experience in education and employment.

The quality of life of people with disability and their families is enhanced by our support

Multicap's Work Readiness & Employment Pathway



Multicap's Creative Arts



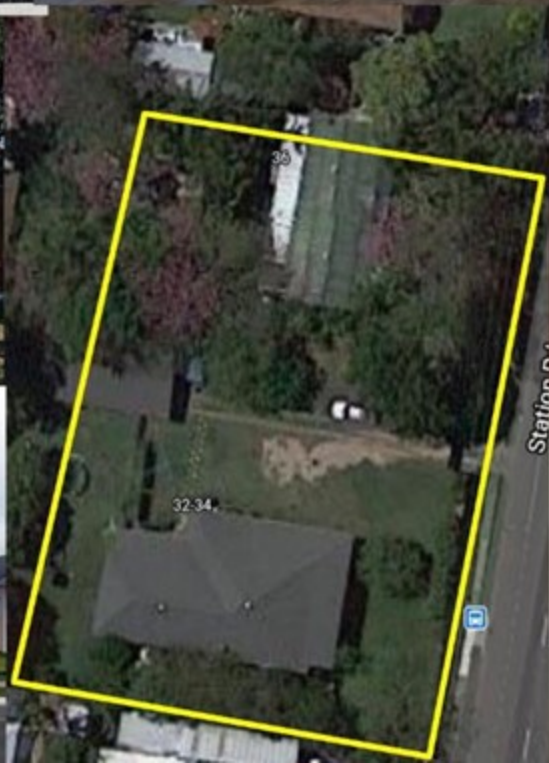
Multicap's Self Advocacy Meetings



<p>What is the problem?</p> <p>The Tactile Ground Surface Indicators (TGSi) at the traffic lights are damaged or not longer there</p> <p>In particular Padstow Rd and Warigal Rd</p>	<p>Why is this important?</p> <ul style="list-style-type: none"> - People that are blind will be able to feel where the crossing is and where the curb finishes - Helps people in wheelchairs stop, especially in the wet - It is a safety issue 	<p>Who does this impact?</p> <ul style="list-style-type: none"> - People that are Blind - People with mobility issues - People that use wheelchairs or walkers 	<p>How can this be fixed?</p> <ul style="list-style-type: none"> - Council come out and assess - Replace the damaged or missing TGSi - Regular Assessment of TGSi
<p>Who are we sending the request too?</p> <p>Brisbane City Council Macgregor Ward</p>			



Multicap Homes4Life Projects



Multicap Celebrates 2019



Multicap Limited Resolution 1

That the Minutes of the Fifty-Seventh
Annual General Meeting of 13 November
2020 be confirmed.

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 2020 be adopted.

Presentation of Auditor's Report

by

Ashley Carle

Bentleys Brisbane

The quality of life of people with disability and their families is enhanced by our support

Multicap Limited Election of Directors

NOMINEE	POSITION	TERM	COMMENTS
JOHN GALLIMORE	DIRECTOR	3 years	Filling vacant elected position
DAVID WITHERS	DIRECTOR	3 years	Filling vacant elected position

The quality of life of people with disability and their families is enhanced by our support

Resolution 3 and 4

That John Gallimore and David Withers be elected as Directors 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 2023, with any previous service to the Company in any role to be disregarded.

Confirmation of Patron of Multicap Limited

-

His Excellency
Hon Paul De Jersey AC
Governor of Queensland



The quality of life of people with disability and their families is enhanced by our support



MULTICAP LIMITED 58TH ANNUAL GENERAL MEETING

Thank you