



## CASE STUDY

Multicap + Transurban + Q-Free + Apricot Consulting

Partnering to provide work for people with disability in  
technology by reviewing auto-tolling images

# THE PARTNERS



Multicap are leaders in disability support, providing individualised support, experiences and opportunities for more than 2,000 customers across Queensland, New South Wales and Victoria.

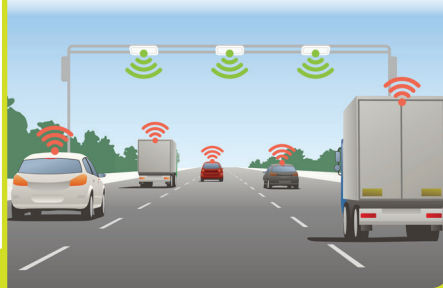
Multicap Employment is committed to empowering customers by providing essential training, building new skills and creating employment opportunities.



Transurban is a leading global toll road developer and operator, whose purpose is to strengthen communities through transport.

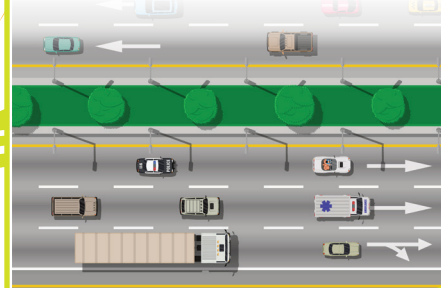
In partnership with its suppliers, Transurban uses advanced technology to connect key industry, freight, employment and community centres to keep cities moving safely and efficiently.

Where possible, Transurban directs its purchasing power to support businesses creating social outcomes, directly and through shared value partnerships with suppliers.



Q-Free Australia is a global innovator in intelligent transportation systems creating solutions for efficient, safe and environmentally-friendly transportation.

Q-Free invests time and money within companies that care about creating a positive impact.



Apricot Consulting is a global consulting firm that helps the world's most ambitious leaders and change makers define and build a more sustainable and inclusive future. We work with a unique, tactical and multidisciplinary approach, bringing together expertise in leadership, ESG and change.



# THE PARTNERSHIP



## CHALLENGE

With more than 400,000 trips on Brisbane's toll network every day, Transurban and Q-Free required a cost effective and efficient solution to manually audit data for accuracy.



## SOLUTION

Through collaboration with Apricot Consulting, Transurban and Q-Free partnered with Multicap to achieve greater efficiencies for Transurban's tolling business and help empower people with disability to further develop independence, confidence and transferable technology skills.

Multicap's supported employees complete manual reviews of 10,000 auto tolling images every quarter to provide verification of number plate recognition.



## OUTCOME

After successfully completing training, a team of supported employees at Multicap's employment business, Makeables, have gained skills to perform critical tolling technology verification activities, and are delivering meaningful work.



## IMPACT

**Employment opportunities for people with disability.** The partnership is delivering skills and training tailored to an individual's learning style which may lead to greater choice and opportunities for participation in all aspects of society.

As technology and digital transformation continues to drive jobs of the future, the goal is to build confidence and competence of people with disability in the transport technology industry while making a valuable contribution to the community.



## PARTNERSHIP APPROACH



Transurban and Q-Free embraced social procurement with support from Apricot Consulting to generate social value above and beyond the value of the service to manually audit the tolling images.

Together, they embarked on a project to diversify the supply chain to include a disability social enterprise that could deliver a service whilst creating meaningful employment opportunities, skills and capabilities both for their staff and for a social enterprise.

Social procurement delivered a 'shared value' partnership to meet the partners objectives and create value as outlined below.



- Meaningful employment opportunities for people with disability
- Build capability with the team of supported employees
- Gain future contracts.



- Generate positive outcomes for communities through procurement to create a more sustainable economy and society
- Work with suppliers to encourage and create opportunities to engage with social enterprises
- Create opportunities for underprivileged and disadvantaged people to engage in meaningful employment.



- Use purchase power to accelerate change and contribute to a resilient society and economy that benefits people and business
- Enabling eco-system reward through joint partnership across the value chain
- More people have meaningful work and economic independency, while efficiently solving required business activities.



## PARTNERSHIP BENEFITS

### PARTNERSHIP BENEFITS TO TRANSURBAN AND Q-FREE

- Local supplier
- Cost-effective and efficient
- Providing jobs to the local community
- Procurement innovation (social value creation)

### PARTNERSHIP BENEFITS TO MULTICAP

- Increased capability and opportunity to access new market
- Meaningful employment opportunities for existing employees
- Increased recruitment opportunities
- Increased pathway opportunities for supported employees by improving skills



Tony Burns, General Manager Employment

"We are committed to providing meaningful employment opportunities for our supported employees and are extremely proud that this partnership is delivering even more variety of work and further skills development for the team."



Sebastian Conley, Transurban

"In working with our suppliers, business partners and engaging social enterprises, together we can help create opportunities for people with disability to engage in meaningful work and create value in our communities above and beyond the services provided."



Silje Troseth, Q-Free

"It was important to Q-Free that the work we provide to Multicap was core to our technology offering so it could be undertaken on a regular basis, thereby providing ongoing, sustainable and meaningful work. This is a great example where we, together with our partners, can drive change, create awareness and inspire other companies to explore the possibilities with social procurement to create social impact."



James McHugh, Apricot Consulting

"At Apricot Consulting we work to build leaders and teams that drive positive impact for people, communities, and the planet. We do that by helping organisations to think and act differently. Social procurement provides organisations an opportunity to do just that, and through the partnership with Transurban, Q Free and Multicap we've been able to demonstrate that you can create value for society whilst delivering better business performance."

# MEANINGFUL WORK CREATED



## OUR PEOPLE



Anily, 24  
**Assisted Employee**

Anily joined the Makeables team six months ago and enjoys the variety of work. She has always been interested in computers so jumped at the chance to complete training and manually review auto tolling images.

“I liked the Transurban Q-Free training and having a chance to complete important work for them. I loved the comfortable quiet working space (chair and air conditioning). I always enjoyed my business subject at school and would really like to do more computer work here at Makeables.”



Juanita, 48  
**Job Coach**

Juanita has been a Job Coach and Disability Support Worker at Makeables for six years. She enjoys coming to work each day and seeing the smiles of delight on supported employees faces when they have done a great job. She has overseen assisted and supported employees while they were reviewing images for Transurban and Q-Free.

“It is a HUGE opportunity for the team to use other skills which they may not be utilising in other areas of their employment journey. Other staff members are excited and waiting patiently for their turn to learn new tasks and achieve further ongoing development as part of this partnership with Transurban and Q-Free.”



Robyn, 41  
**Supported Employee**

Robyn works three days a week at Makeables and enjoys the challenge of learning new skills and a variety of tasks. Her goal is to learn how to use the machines and gain some additional computer skills.

“I’m excited to learn something different. I hope that I can use my new skills in the future to do other jobs.”



## ABOUT MULTICAP EMPLOYMENT



### MAKEABLES

Makeables make the manual elements of production and distribution easier - we can do those time-consuming jobs in a timely and cost-effective way leaving you and your staff free to focus on meeting the needs of your business.

We have tackled all kinds of jobs over the years at Makeables, including but not limited to assembly, packaging and finishing.

Our services are fully scalable, helping you to deliver projects faster and leverage your labour costs to maximise return on investment. We have a dedicated team of production designers and problem solvers that guide our propositions and solutions for our clients.

Guided by a vision that everyone deserves independence, skill development and satisfaction, Makeables provides meaningful training and employment opportunities for people with disability.

By choosing Makeables, you are helping to provide employment and training opportunities that change people's lives. Working at Makeables provides greater independence, skill development and job satisfaction for a person with disability, boosting confidence and providing a strong sense of purpose.

Support from your business empowers us to deliver on our aim to increase long-term employment opportunities and skills for people with disability.





## OTHER MULTICAP EMPLOYMENT BUSINESSES

### MONTE LUPO CAFES AND COFFEE CARTS

Multicap's hospitality businesses serve more than 22,000 beverages from four locations across Brisbane - our coffee carts at Yerongpilly and Tingalpa, and our cafes at Eight Mile Plains and Banyo. Our employees gain experience in customer service, barista skills and managing transactions, as well as meal preparation, food delivery, baking and cooking, and food safety.

Our Eight Mile Plains cafe doubles as a gallery, selling homewares and artworks created in our Monte Lupo Arts Studio.



### MONTE LUPO ARTS STUDIO

Giving artists employment opportunities for more than 30 years is just one aspect of Monte Lupo Arts Studio. With the right support, creative expression through art is valuable therapy, develops new skills, builds a sense of confidence and purpose, and provides engagement with the wider community. Everyone in the studio is a valued team member and plays an important role in creating each work through creative collaboration. Visit [www.montelupoarts.org.au](http://www.montelupoarts.org.au) to view or purchase Monte Lupo art and book workshops.



### LAUNDRETTO

Our Banyo Laundretto is a full-service laundrette offering fluff and fold, dry cleaning and ironing services all in the one location. Self-service options are also available. Our employees gain transferable experience in customer service and laundry skills.

Laundretto is proud to partner with fresh produce company, One Harvest, to deliver food-safe compliant laundry coats to One Harvest's Wacol site from our dedicated commercial laundry in Banyo. This partnership has resulted in new skills for employees and opened up opportunities in call centre and fresh produce roles.





# GET INVOLVED



**Head Office** 269 Padstow Road, Eight Mile Plains QLD 4113

**Our Offices** Logan · Gold Coast/Tweed Heads · Sunshine Coast · Central/North Queensland · South West Queensland · Logan/Redlands

**For more information on local services phone 1300 135 886 or visit [multicap.org.au](http://multicap.org.au)**