

Welcome to
Multicap Limited's
59th Annual General Meeting

Keeping our people safe



MULTICAP[®]

HIGH NEEDS DISABILITY SUPPORT



Ms Angela Tillmans

Chair of the Board

Ms Joanne Jessop

Chief Executive Officer



MULTICAP[®]

HIGH NEEDS DISABILITY SUPPORT

Multicap Limited Current Board



John Gallimore
Deputy Chair



Angela Tillmanns
Chair



Chris Perkins



Heather Gardner



Louise Cox



Elissa Morriss



David Withers



Helen Darch



Karen Lay Brew

Our Board Committees 2020/2021

Finance and Audit Committee

Mr Chris Perkins – Chair

Risk & Quality Committee

Mrs Helen Darch

Strategy & Business Improvement Committee

Mr David Withers - Chair

Multicap Executive Leadership Team



Joanne Jessop
Chief Executive Officer



Scott Denner
Chief Operations Officer



Stephen Morgan
Chief Financial Officer



Wendy Flavien
Chief Integration Officer



Kate Johnson
Chief People Officer



Tracey Davern
General Counsel



Sandra Williams
Company Secretary



Simon Wardale
Chief Clinical Practice Officer

Multicap's Strategic Plan 2021 Onwards

Multicap will be recognised for our quality and competence in supporting people with complex needs.

- We will:**
- Be an employer of choice
 - Demonstrate strong leadership
 - Develop skilled, flexible and capable staff
 - Provide safe, healthy, quality workplaces

- Measures**
- Staff engagement
 - Staff retention

Skilled Engaged Workforce

Delighted Customers

- We will:**
- Provide outstanding customer service
 - Personalise service experiences
 - Deliver reliable, timely, high quality support
 - Provide quality properties and homes

- Measures**
- Ease of service access
 - Recommendations to others

Delivering creative and sustainable support for people with complex needs

Our staff will be proud to work for Multicap and earn and deserve customer confidence.

- We will:**
- Deliver evidence based practice leadership
 - Embed a strong human rights culture
 - Achieve operational and service excellence
 - Have an enduring social impact

- Measures**
- Proportion of market
 - Customer quality of life

Service Excellence

Sustainable Growth

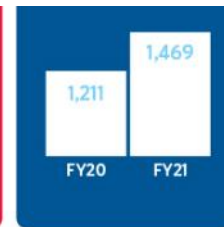
- We will:**
- Leverage technology
 - Streamline our systems and processes
 - Utilise assets efficiently
 - Meet the changing needs of our customers
 - Explore emerging opportunities

- Measures**
- Productivity
 - Financial surplus

Multicap will continue to deliver on our sole purpose with focus on four key outcomes.

Overview of the Year

All ways. Always Commitment



2021 Highlights

Covid-19

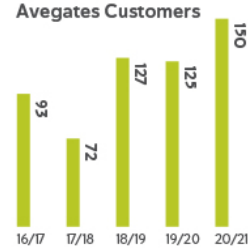
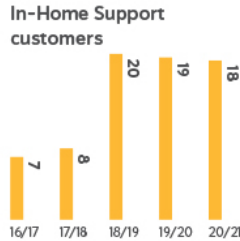
1. Continue to deliver on our sole purpose for our customers
2. Keep our staff and customers as safe as possible
3. Keep as many people employed as possible



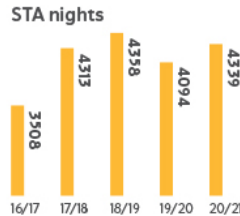
Delivering on our sole purpose Supporting our Customers



15,979
hours of In-Home
Support provided in
FY20-21



26
customers transitioned to long-
term suitable accommodation

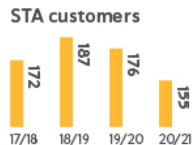


1,993
hours of targeted,
individualised support

1,766
Social Experiences
delivered physically
and online*
*Per experience, per customer

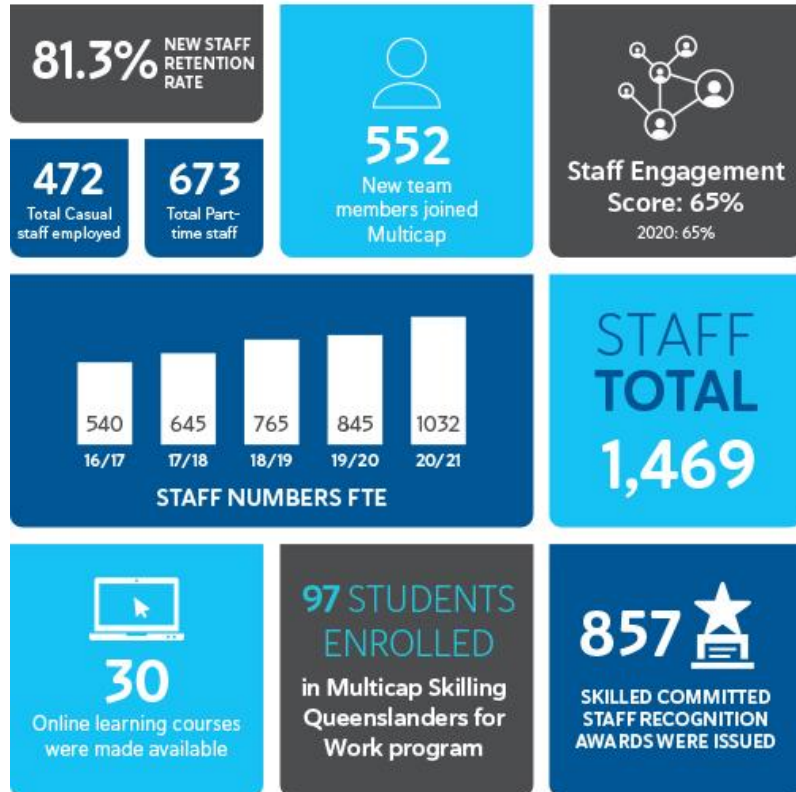


1,869,395
hours of SIL support
provided in FY20-21



5+
Avegates Assisted
Holidays

Multicap Staff and Workforce



Multicap says farewell to some special friends

Customers

Peter Swan	Previous EMP Hub
Joy Davis	Rockhampton
Rodney Paxton	Caboolture
Scott Adams	Mackay
Elizabeth Fields	EMP Hub

Families

Anthony Butler	Peter's Dad
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Self Advocacy HAVEN



HAVEN (Have A Voice & Educate Network) focuses on empowering and supporting customers to develop the communication skills and confidence to advocate for themselves and others, make decisions independently, and take greater control of their lives.

The program expanded to six groups. Key achievements of Self-Advocacy Network and its members include:

- participated in VALID's national self-advocacy conference
- became a member of Inclusion International
- participated in community focus groups
- participated and presented at a number of Multicap Leaders Forums,
- made submissions to the DRC and NDIA about supported decision-making and inclusion
- made a submission to local council petitioning accessibility upgrades



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.

Multicap's Work Readiness & Employment Pathway



all ways.always

Multicap's Creative Arts



all ways. always

Multicap Celebrates 2020



Multicap Limited Resolution 1



That the Minutes of the
58th Annual General Meeting
on 13th November 2020
be confirmed

Presentation of Financial
Statements by Mr Chris Perkins,
Chair Finance & Audit Committee



Multicap Limited Resolution 2

That the company's Annual Financial Statements and the reports of the Directors for the financial year ended 30 June 2021 be adopted



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



Multicap Limited Election of Directors



Nominee	Position	Term	Comments
Angela Tillmanns	Director	3 years	Filling vacant elected position
Christopher Perkins	Director	3 years	Filling vacant elected position

Multicap Limited Resolution 3

That **Christopher Perkins** be elected as 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 2024 with any previous service to the Company in any role to be disregarded.

Multicap Limited Resolution 4

That **Angela Tillmanns** be elected as 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 2024 with any previous service to the Company in any role to be disregarded.

Multicap Limited Resolution 5

That the constitution of the Company be amended as shown in the Appendix 1 to the Explanatory Memorandum to the Notice of Annual General Meeting.

Multicap Limited 59th Annual General Meeting

Thank you.

