

EMPLOYMENT PATHWAYS

Focusing on possibilities



all ways. always

 **MULTICAP®**



MULTICAP IS PASSIONATE ABOUT PROVIDING CUSTOMER EMPLOYMENT PATHWAYS

The motivation behind everything we do at Multicap focuses on enhancing the lives of people with disability and their families. That's why, more than 30 years ago, Multicap identified a lack of opportunities for our customers to gain meaningful paid employment and we did something about it.

Today, we are an industry leader in providing customer employment pathways. Our employment fosters inclusion and training tailored to an individual's learning style and most importantly, we provide customers with choice and opportunities allowing for full participation in all aspects of society.

We are so proud of the growth of our employment businesses and delighted to witness every day how they are empowering our customers to develop their independence, confidence and transferable skills.



Jo Jessop,
Multicap Group CEO

Multicap is one of the most highly regarded disability service providers in Queensland and northern New South Wales. Established in 1962 by five Brisbane families seeking support for their children with complex disabilities, Multicap has evolved into an organisation with a broad service offering. From our Community Hubs where customers socialise with friends and engage in activities; to our supported and assisted employment and training opportunities where customers can increase their confidence and independence.

Knowing the sense of achievement, purpose and happiness that comes from holding a job you are proud of - our friendly team can help you get the most out of life with Multicap's Employment services, and secure a job for your future.

We are committed to being here for our customers in all ways, always.



EMPLOYMENT PATHWAYS

We address our employees' needs for access to training services and supports to qualify for sustainable and fulfilling employment. We train people so they are ready and able to complete the work for which we are engaged by suppliers.

We listen to our suppliers to understand how we can assist them achieve their business goals.

We match suppliers and employees to achieve the best outcome for both.



WORK READY OPTIONS

Multicap is committed to supporting our customers to access training services and supports to qualify for sustainable and fulfilling employment.

Skillings
Queenslanders
for Work
(SQW)

Monte Lupo
Arts



EMPLOYMENT WITH SUPPORT



ENABLING SERVICES

- Multicap Transport
- Specialist and Clinical Services

Makeables

Laundretto

Pepsico

Monte Lupo
Arts

Monte Lupo
Café & Carts

One
Harvest



EMPLOYMENT WITH ASSISTANCE



ENABLING SERVICES

- Multicap Transport
- Specialist and Clinical Services

On the Job
Coaching

Monte Lupo
Arts

Cook
Medical



INDEPENDENT EMPLOYMENT

Multicap is committed to being an equal opportunity employer.

*Multicap provides personal supports to assist people with personal requirements while working in independent employment.

Personal
Supports*

Monte Lupo
Arts



makeables
ASSISTED WORKMANSHIP SERVICES

INCREASING EMPLOYMENT OF PEOPLE WITH DISABILITY

If we...
(activities)

By...
(approach)

It will
lead to...
(outcomes)

And
ultimately...
(impact)



Create meaningful
opportunities for
Multicap's
customers

Providing individually
tailored job pathways

Employment suited to
the individual's needs

Enhanced quality of
life for our customers



Run multiple
effective
social enterprises

Creating supported
job pathways into
open employment

Employment suited to
the individual's needs

Empowered employers
and employees



Develop thought
leadership in
disability
employment

Commercialising IP for
creative job pathways for
people with disability

Better awareness and
understanding of
disability employment

An increase in open
employment
opportunities
Reduced stigma in the
community

WORKING WITH CLIENTS TO MAKE THEIR BUSINESS A SUCCESS



- Run multiple effective social enterprise business models



- Providing strong governance
- Meeting our clients' needs on quality and price
- Building strong partnerships



- Strong partnerships between government - corporate - philanthropy- social enterprises
- Increase unemployment focused disability enterprise activity
- Greater awareness of benefits of social enterprise



- All profits to be reinvested in growing the impact of our work
- A model that can be replicated or expanded



WHAT OUR CLIENTS SAY ABOUT US

ONE HARVEST

At One Harvest we aim to live to our purpose, helping people live better lives, every day. One of our principles which guides this aim is to operate a business which benefits people, communities and the planet. As such we believe that sustainability needs to be a part of everything we do. For us, true sustainability occurs when we find ways to work which combine social and economic benefits. This makes what we do together truly sustainable, moving beyond charity and into shared value creation. In Multicap we found a partner who shares this ethos and also has the skill and will to make it happen.



We were able to find a partnership which both created real value but also enabled work opportunities for people who might otherwise find employment challenging or inaccessible. In addition to the clear alignment with our purpose and strategy we saw the following benefits;

- Engagement of our team in truly purposeful work
- Engagement of our customers and alignment with their social strategies
- Fulfilment of business needs working alongside a professional and reliable team
- Recognition from one of our biggest customers in their sustainability awards

We believe Multicap to be the perfect partner for us, making our initial shared vision a reality and also then striving for new ways to create value together.

Jamie Mullins , National Logistics Manager

COOK MEDICAL

At Cook, we are committed to diversity, equity and inclusion and providing meaningful opportunities for all people to participate in the workforce. Our Multicap supported workers are dedicated employees and they welcome every challenge.

We encourage every business to consider how they can create opportunities for people of all abilities and we look forward to identifying ways we can expand this partnership.



Alex and Jeffery

Chris Cutter, Manufacturing Supervisor

MAKING IMPACTS

MAKEABLES

As the name suggests, Makeables adds value to businesses with anything 'makeable' such as assembly, packing and finishing. Employees at our Makeables sites at Rocklea and Tingalpa perform a range of tasks including industrial assembly and pallet production, labelling, screen printing, boxing and packaging for a variety of businesses.



MONTE LUPO CAFÉS AND COFFEE CARTS

Multicap's hospitality businesses serve on average more than 20,000 beverages each year from four locations across Brisbane – our coffee carts and our cafés at Eight Mile Plains and Banyo. Our employees gain experience in customer service, barista skills and managing financial transactions, as well as meal preparation, food delivery, baking and cooking, and food hygiene. Our Eight Mile Plains café doubles as a gallery, selling homewares and art pieces created in our Monte Lupo Arts Studio.



21,959



drinks sold at Monte Lupo cafes and coffee carts during FY21-22



185

Total supported and assisted employees

300

coats laundered daily at Laundretto



More than

\$3 MILLION

packets of chips packaged for PepsiCo

LAUNDRETTO

Our Banyo Laundretto is a full commercial laundrette, servicing the expanding needs of our valued partner, One Harvest. Our employees gain transferable experience in customer service and laundry skills.



MONTE LUPO ARTS STUDIO

Multicap established Monte Lupo in 1991 to provide creative employment solutions to artists with disability. Since then, our clay products have been refined to ensure we can provide meaningful employment. Everyone in the studio is a valued team member and plays an important role in creating each piece, through creative collaboration. Our artists with disability have a combined 155 years of experience in the studio, with an average length of employment of nine years. Our team holds exhibitions throughout the year and their art is for sale in the Monte Lupo Café and via the Monte Lupo Online Store.



WHERE WE OPERATE

Multicap's extensive range of services are designed to meet the needs of people of all ages, abilities and goals – with a particular focus on high and complex support needs. We currently deliver services to over 1,200 people with disability in locations across Queensland, northern New South Wales and Victoria.



ZACH'S STORY



Working as a Café Assistant for Monte Lupo has given Zach so much more than just a job.

"It's given him an identity," his mum Barbara said. "It's helped him with independence in a tremendous way."

Zach, 25, was offered the job with Multicap straight out of high school and hasn't looked back.

"He loves it," Barbara said of Zach's job at Tingalpa Coffee Cart. "Café work suits him - he enjoys interacting with people and he loves making good coffee."

Zach's love of his café work inspired his younger sister Jessica, who is also employed by Multicap at the Monte Lupo Gallery Café at Eight Mile Plains.

Barbara said work is often a topic of conversation at home, particularly if the siblings have worked a shift together.

"There have been times when they have worked together at one of the cafés," Barbara said. "They work really well together and if they've had a busy day they love to talk about it when they get home."

"I'm so grateful that Zach and Jess have work that they enjoy," Barbara said. "They've done so much and learnt so much they wouldn't have without it."

LEVI'S STORY

Levi has loved art for as long as she can remember.

But it wasn't until she picked up her first canvas in 2005 to paint a portrait of herself and her twin sister Rhumer, that her true talent and passion emerged.

Since then, the 27-year-old has sold art, shown art in group and solo exhibitions and created a book of caricature drawings she hopes to publish.

In 2014, Levi won the Emerging Artist category in Arts from the Margins Queensland's Outsider Art Awards, and was shortlisted again in 2020.

Among her proudest achievements to date was being offered her first job in late 2019, as an Art Assistant at Monte Lupo Studio. Levi works two days a week creating mosaic art in the Eight Mile Plains studio.

"I love my job," Levi said. "I like the environment and that it's in the arts, as well as meeting new people and finding and keeping friends. I learn new skills and take advice and inspiration from work and put it into my art at home."

Levi's mum, Jo, also an artist, couldn't be prouder.

"She got that job all on her own and the change in her has been great. I can't tell you how much it's helped her socially; it's boosted her confidence and given her more independence. To be working in the arts is a dream come true for Levi."





GET INVOLVED



Volunteer



Sponsorship



Donate



Buy a product or
service



Support training
opportunities



Mentor
supported
employees



Corporate
responsibility



For more information on local services
phone **1300 135 886** or visit **multicap.org.au**

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Our Offices Logan/Gold Coast/NNSW · South East Qld ·
South West Qld · Brisbane South · Brisbane North ·
North Coast · Moreton Bay · Central/North Qld · Melbourne

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