



Creating impact together

2025 Annual Report

A close-up photograph of a person's hands, with white body paint on their forearms, planting a small green seedling into red sand. The background is a blurred desert landscape.

## Acknowledgement of Country

Vertaview Group acknowledges the Traditional Custodians of the lands on which we all work, live and play. We pay our respects to the Elders past and present and extend that respect to all First Nations Peoples. We reflect upon the millions of footprints that are embedded into the earth from our Ancestors, the pathways that were forged, the meaning they leave behind and the continuation of the traditions through the next generations.

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# Message from the Governor of Queensland



GOVERNOR OF QUEENSLAND

## Message from the Governor of Queensland

It is my pleasure, as Governor of Queensland and Patron of both Multicap and Open Minds, to provide this message for the Vertaview Group Annual Report 2024–2025.

The values of *Connect, Support and Grow* underpin the work of your member organisations, and it is clear these values guide the delivery of important services in the high-needs disability and mental health sectors.

This year's theme, *Creating Impact Together*, reflects the positive outcomes that can be achieved when service providers work collaboratively towards shared goals.

Initiatives delivered across Queensland this year include the Gold Coast Hospital to Community program, the 10th anniversary of headspace Redcliffe, and the commencement of large-scale accessible housing in Rockhampton. Other projects—such as the expansion of Allinto's portfolio of support services, the rebranding of Medicare Mental Health Centres, and the launch of the North Queensland Suicide Prevention and Response Program—demonstrate the alignment of effort towards meaningful social outcomes.

A certain quality of life is essential for all Queenslanders to feel a sense of belonging and connection to their communities. Individualised support, experiences and opportunities all help build this foundation.

I commend the Vertaview Group and its member organisations for their ongoing service to the community and congratulate you on the achievements of the past year.

A blue ink signature of Her Excellency the Honourable Dr Jeannette Young AC PSM.

**Her Excellency the Honourable Dr Jeannette Young AC PSM**  
Governor of Queensland

# Who We Are

**Vertaview Group purposefully brings together leading human and social service providers, to amplify pursuit of our shared and enduring social impact.**

## Our entities

In 2024, our entities – Allinto, Arbourwell, Multicap and Open Minds – came together under the Vertaview Group brand to align values-driven aged care, human and social services to amplify pursuit of our shared and enduring social impact. All About Living joined the group of entities in mid-2025.

We are leaders in high-needs disability support and mental health services. We are creating opportunities and championing possibilities for people with disability and mental health needs.

We provide individualised support, experiences and opportunities for more than 8,000 people across Queensland, New South Wales and Victoria.

We are driven by our passion for every individual's right to connect and realise the possibilities available to them so that they can have a good life.



All About Living provides personalised care to older people, individuals with disabilities, and their carers. They offer tailored support, including domestic assistance, nursing care, and social engagement, empowering clients to live independently with dignity and autonomy.



Allinto provides support for people in navigation of complex human services systems.



Arbourwell provides specialised housing, tenancy support and maintenance services for people accessing disability or mental health services.



Multicap provides disability services, with particular focus on complex needs support through community hubs, employment, social experiences, and accommodation.



Open Minds provides community based multidisciplinary mental health services and psychosocial supports.

Both Open Minds and Multicap provide short term accommodation, supported independent living, in home support, community access, and behaviour support services.

Our combined workforce of more than 2,400 skilled committed staff is our strength. Our workforce reflects the diverse communities we serve, and our targeted recruitment and retention strategies ensure representation across different demographics, including people with disabilities and mental health needs.



# Our Purpose



## OUR PURPOSE

Vertaview leads and supports organisations to create lasting positive impact that shapes communities and improves people's quality of life.



## OUR PURPOSE

To deliver personalised, consumer-driven home care that promotes independence, empowerment, and social connection.



## OUR PURPOSE

To partner with our clients to navigate complex human and social services systems, coordinating support that best meets their needs.



## OUR PURPOSE

To provide great housing choices that are functional, desirable and available without settling or sacrifice.



## OUR PURPOSE

To enhance the quality of life of people with disabilities and their families through our support.



## OUR PURPOSE

To enable an independent and positive future for people living in the community with mental health needs and psychosocial disabilities.

# Our Legacy

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## Historic Organisations

Throughout our journey, we have expanded our reach by merging with providers who have become integral parts of our organisation. Our shared values of empowerment, respect, connection, and creation unite us in our mission to provide exceptional services to vulnerable groups in our society.

Welcoming these organisations has presented many opportunities, and as we celebrate this growth, we also acknowledge the significant history, dedicated people, and enduring legacy of service that these brands brought with them. Their contributions have left an indelible mark on the lives of the people they served.

Legacy booklets have been created to honour the organisations that have served our community. These booklets are a testament to the passion, expertise, and compassion of these organisations. They stand as a tribute to the lasting impact they had on people with disabilities and families in need of support.

# Chair and Group CEO Message

Over the past year, Vertaview Group has undergone a significant transformation, consolidating our strengths to better support our customers and communities. With approximately 4.4 million hours of support delivered, we've reinforced our commitment to being a values-led organisation, one that prioritises people, delivers sustainable growth, and creates meaningful social impact where it's needed most.

Every hour of support reflects our dedication to improving lives, empowering individuals, and strengthening communities across Australia. As we grow, our focus remains firmly on delivering services that are responsive, inclusive, and built around the needs of those we serve.

Despite sector-wide challenges such as workforce shortages and funding pressures, our focus has remained clear: ensuring continuity, quality, and care for the people who rely on our services. Through disciplined financial management, strategic investment, and strong governance, we've maintained stability and resilience, enabling us to deliver high-quality, person-centred services across Australia.

We've also continued to strengthen our Environmental, Social and Governance (ESG) commitments. From reducing our environmental footprint to promoting ethical governance and enhancing community wellbeing, our initiatives are designed to ensure that our growth is not only responsible, but also deeply aligned with the needs and values of those we serve.

This year, across all entities, our focus has remained on what matters most to our customers: seamless, responsive services that adapt to their individual needs and goals. We continued to advance our Customer First approach by embedding new technology and systems, reducing barriers and making it simpler for customers to access the disability, mental health, and aged care support they need.

Our expanded presence across Queensland, New South Wales, Victoria, and Tasmania means more customers can access quality support closer to home. Through Allinto, we partnered with hospitals to ensure smooth transitions for patients moving into appropriate accommodation; Multicap and Open Minds continued to deliver person-centred supports that respect each customer's choices and aspirations; Arbourwell advanced purpose-built housing projects designed around customer needs; and All About Living successfully began its integration, bringing additional aged care expertise into our Group.

Our people remain at the heart of everything we do because they are the heart of our customers' experience. This year, we launched programs to attract and support employees with lived experience of disability and mental health challenges, ensuring our workforce reflects and understands the people we serve. We also strengthened our digital systems, giving our teams more time to focus on building meaningful relationships with customers and supporting their goals.

Through our unwavering commitment to Practice Excellence, we embedded Positive Behaviour Support and evidence-based practice across all our services, ensuring every customer receives safe, effective support that empowers them to pursue their goals and live with dignity and choice.

Looking ahead, Vertaview remains focused on what we do best: listening to our customers and delivering high-quality, person-centred supports that respond to their evolving needs.

To every employee across the Group, thank you for your professionalism, compassion, and commitment. Together, we are building a stronger, more inclusive future that honours our purpose and amplifies our impact.



Angela Tillmans, Chair



Damian Bell, Group CEO

# Our Highlights

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4,361,990 Hours of support provided

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Allinto expanded its portfolio following Northcott's transition of support coordination services

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Rebranded Medicare Mental Health Centres and celebrated one-year anniversaries of Centres in Kingaroy, Ipswich and Coffs Harbour

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Commenced construction of \$5.7M accessible housing in Rockhampton

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Officially opened quality purpose-built accessible housing in Capalaba

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Expanded mental health services – Launched Clinical Care Coordination for the Wide Bay region + North Queensland Suicide Prevention and Response Program

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Progressed codesign of Distress Brief Support Trial (Ipswich)

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Introduced new service offering in aged care with the implementation of the new Commonwealth

Home Support Program (CHSP), designed to help older Australians live independently in their own homes for longer

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Introduced the John Gallimore Amplifying Purpose Scholarship to honour the remarkable contribution of long-term Director John Gallimore OAM — the scholarship is designed to contribute to personal development or educational costs to help achieve career goals

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Hospital to Community program deliverables, providing 55 people independence and good health out of hospital

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Recognised one year of Reflect RAP during National Reconciliation Week

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Headspace Redcliffe celebrated its 10th anniversary of providing essential mental health services to the young people of the Redcliffe community

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Increased staff engagement by 3%

# Our Year



2,475

Total employees – FY25



4,361,990

Hours of support



198

Total vehicles used to support customers and clients

2,854

Total Allinto clients



132

Total supported and assisted employees



20,323,209

Packets of chips packaged for Pepsico



36,342

Total specialised behaviour support hours of support



279

Total School Holiday Program customers

1,498



Medicare Mental Health Centre clients



23,739

Total coffees served at Monte Lupo Café

897,945km

Total kms driven when supporting customers

# Community and Lifestyle Services

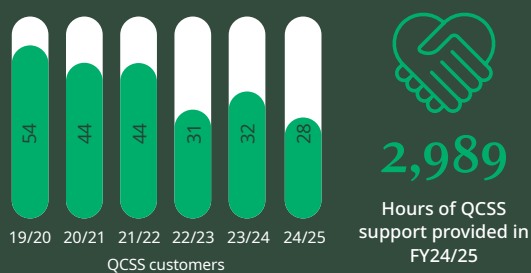
## Community Access Support

Providing support for people to achieve their individual community and social participation goals, including attending social activities, appointments, shopping and more.



## Queensland Community Support Scheme

Providing vital support for some of our most vulnerable customers who are not eligible for NDIS funding but still need help keeping or regaining independence. Queensland Community Support Scheme (QCSS) is an initiative of the Queensland Government's Department of Child Safety, Seniors and Disability Services providing funding weekly support for eligible customers.



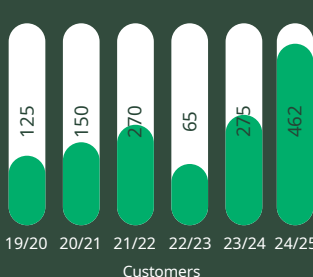
## Youth and Social Experiences

Empowering customers to forge friendships, develop skills and enjoy life. Our Social Experiences, Assisted Holidays, and Youth Developmental Experiences unlock the power of travel and new experiences to create fun, stimulating, safe and invigorating environments. The Sunup and Sundown Program was introduced at Currumbin Special School and Aspley Special School.



Social experiences delivered in FY24/25\*

\*Per experience, per customer



Assisted holidays



Excursions delivered through Discovery Pays Program (School Holidays)



Discovery Days Programs held each school holiday term (introduced at Hervey Bay Special School, Currumbin Community Special School and Redcliffe Special School)

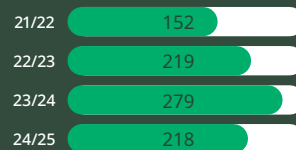


Staff employed to support the Discovery Pays Program (School Holidays)



Sunup and Sundown Programs held each school term

Discovery Pays Program (School Holidays) customers:



Sunup and Sundown Program customers:



## Community Hubs

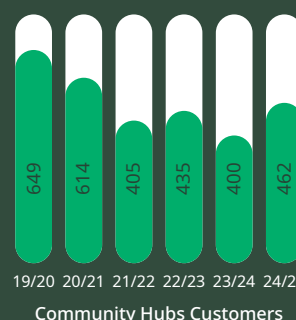
Providing a welcoming and fun place for customers to connect and share new experiences. Our friendly and qualified team delivers experiences and programs that reflect our customers' goals, interests and needs.



Hours of Community Hubs support provided in FY24/25



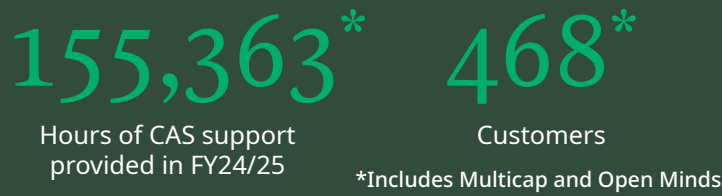
93 different learning modules offered at Hubs



# Community and Lifestyle Services

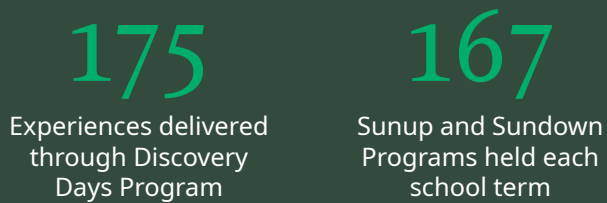
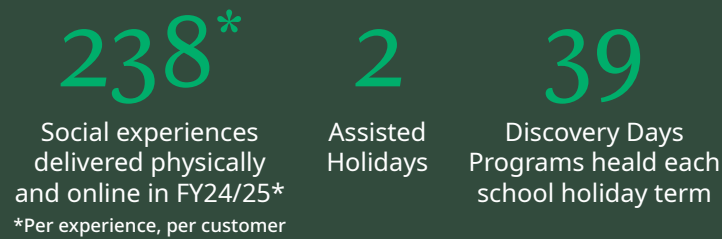
## Community Access Support

Providing support for people to achieve their individual community and social participation goals, including attending social activities, appointments, shopping and more.

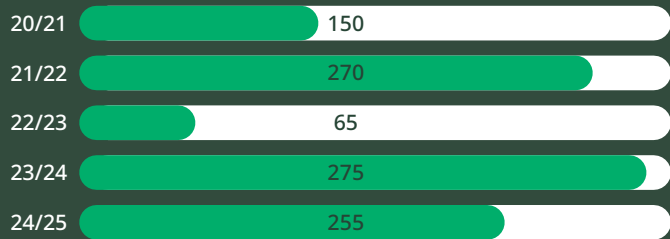


## Avegates

Empowering customers to forge friendships, develop skills and enjoy life. Our Avegates Social Experiences, Assisted Holidays, Youth Developmental Experiences unlock the power of travel and new experiences to create fun, stimulating, safe and invigorating environments.



Avegates Customers



Discovery Day Program Customers:



Sunup and Sundown Program Customers:



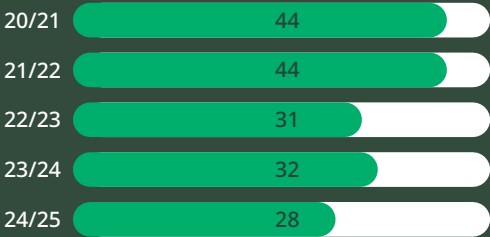
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Hours of QCSS support provided in FY24/25

QCSS Customers

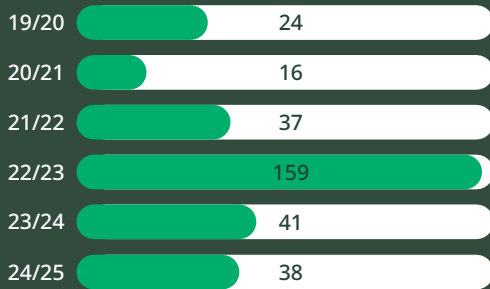


## Youth Bloom Transition Services

Helping young people in care and beyond to learn to be independent in a healthy, fun and safe way.

 Available in Logan and the Gold Coast.

Youth Bloom Clients



# Specialist and Clinical Services

## Clinical Governance:

Clinical Governance is a system of accountability in continuous improvement of the quality of services and safeguarding, creating an environment of practice excellence for our customers. Our Clinical Governance Framework provides an integrated oversight mechanism providing monitoring, guidance, and systemic improvements to customer safeguarding and well being. It is based on core principles of being person centred, evidence based practice and excellence in service delivery. The framework is led by senior and executive staff across all areas of the business who actively collaborate to protect and promote the wellbeing of our customers. These staff, each with a different speciality and skill set, come together to convene the Clinical Governance Committee and chair forums on complex health, behaviour, mental health, medication management and systemic approaches to safeguarding.

## Practice Excellence:

The Practice Excellence team offers evidenced based frameworks and specialist advice to each entity to ensure alignment with best practice guidelines. Team members expertise spans across various key practice areas and includes experts in physical health, mental health, complex needs and advocacy. The team are further supported by the Safety and Quality team who complete quality practice evaluations to identify any further areas of improvement and enable the implementation of highest quality practice.

## Positive Behaviour Support (PBS):

The Positive Behaviour Support (PBS) team delivers high-quality, evidence-based and person-centred supports across Queensland, Victoria, Tasmania, the ACT and New South Wales. With a highly qualified workforce of 50 practitioners and 74% of them at a Bachelors level or above, the team is committed to clinical excellence and safeguarding. Our framework integrates specialist expertise, an Early Career Pathway for new graduates, and structured supervision towards psychology, BCBA/CBA and social work registration. Alongside direct customer supports, the PBS team strengthens organisation-wide practice through incident management, oversight of unauthorised restrictive practices (URPs), and collaboration with service delivery regions to ensure systemic improvements and positive outcomes. In addition, the PBS team represents the quality of work completed at Multicap, by showcasing projects and outcomes at conferences around the country.

## Psychology:

The Psychology team is small but mighty, comprising one Senior Psychologist and two Provisionally Registered Psychologists. The team provides high-quality cognitive assessments, including WISC and WAIS, and is planning to expand services to regional Queensland by regularly flying out to deliver assessments. Our Senior Psychologist

provides supervision across the organisation, with students and early-career professionals consistently reporting highly positive learning experiences. The team also contributes to sector knowledge, recently presenting at the APS Conference, and remains committed to growing impact and accessibility through excellence in practice and supervision.

## Music Therapy:

The Music Therapy team is small but highly specialised, comprising one Senior and one Music Therapist, both Master's-qualified and registered with the Australian Music Therapy Association (AMTA). The team provides one-to-one therapy in homes and centres, as well as group programs in hubs and community settings. Our Music Therapy teams supports people with disability to develop communication, social, emotional and motor skills, improve wellbeing, and enhance quality of life through evidence-based, creative engagement. Our therapists integrate person-centred approaches with clinical expertise to deliver meaningful outcomes and foster inclusion across service settings.

## Research:

Our research capability is powered by a specialist team of researchers, clinical experts, trainers, and risk specialists who co-design and refine models of support that elevate service quality. These evidence-informed models are embedded across our organisation — equipping front-line staff, clinicians, and managers with the tools and knowledge to deliver exceptional care. Through this integrated approach, we lead with evidence, innovate continuously, build workforce capability, and assure quality. We also contribute to sector advancement through peer-reviewed publications and presentations at national and international forums, helping shape best practice and influence policy. For our partners and customers, this means access to a reliable, high-performing, and future-focused service that enhances lives and delivers on individual goals.

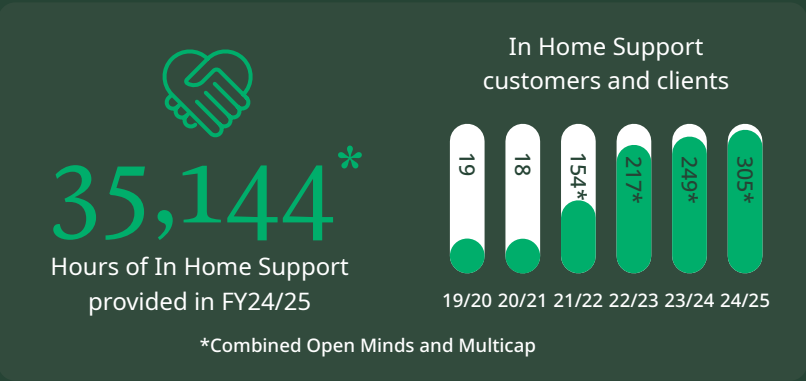
## Innovation:

Innovation at Vertaview Group is driven by a strategic commitment to continuous improvement and customer-centric design. Our service innovation strategy ensures ongoing investment in the development of new products and services that are not only high quality and attractive, but also meaningfully enhance the opportunities and experiences of our clients. We focus on creating human-centered solutions that respond to real needs, with a particular emphasis on improving outcomes for our customers. By embedding innovation into our core operations, we aim to deliver impactful, future-ready services that reflect expert insight and genuine customer value.

# Home and Wellbeing Services

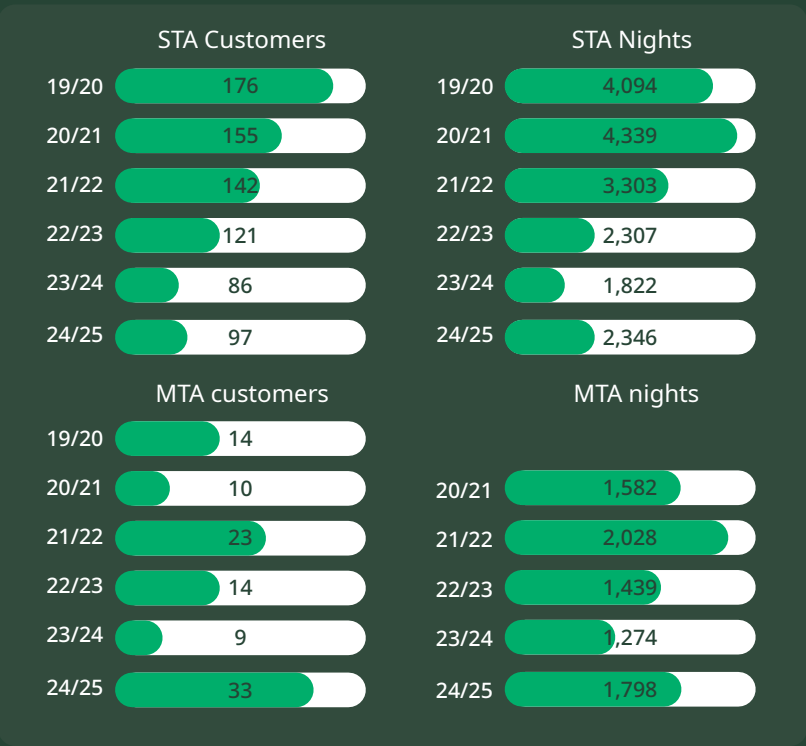
## In Home Support

Enabling choice, control and independence so our customers can live their best lives.



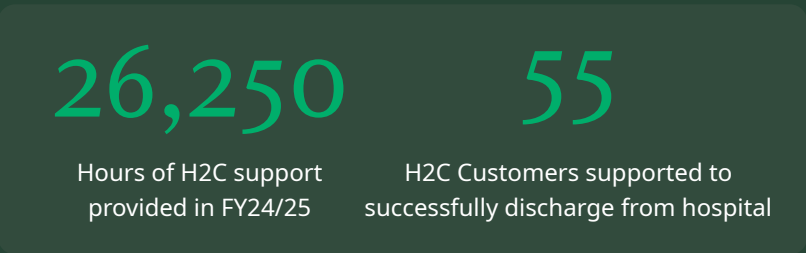
## Short and Medium Term Accommodation

Creating a lifeline for our customers and their support networks.



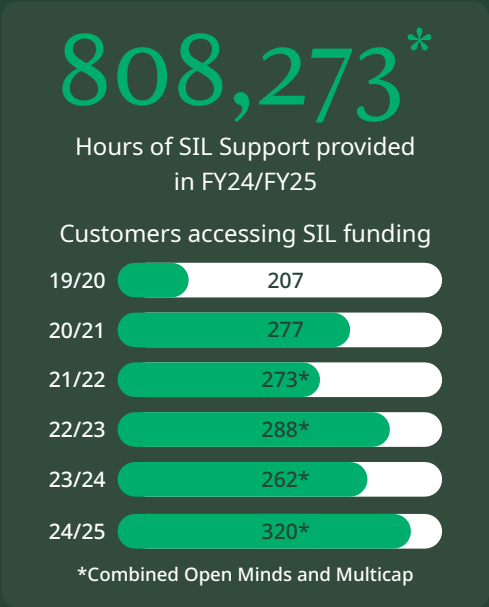
## Hospital to Community Program

Helping patients with long-term stays at Gold Coast University and Robina hospitals transition safely back into the community.



## Supported Independent Living

Helping our customers live with independence while accessing the support they need to live the life they choose. Supported Independent Living (SIL) can be provided in a customer's own home, private accommodation or one of our accessible properties.



## Critical Supports and Accommodation

Helping our customers secure suitable and appropriate accommodation to meet their diverse and complex needs.



## Redcliffe Transitional Housing

A housing partnership with Bric Housing, supporting people with mental health needs who are experiencing housing distress.





# Positive Behaviour Support

## Positive Behaviour Support

Our Positive Behaviour Support (PBS) team offers diverse experience to meet the needs and ensure safety and quality of life for our customers. With an expanding footprint across North Queensland, practitioners are now based in Cairns, Townsville, Mackay and Rockhampton.

The PBS team is achieving national prominence through its sponsorship of major conferences, where our clinicians have also presented multiple examples of their high quality work.



- The Early Career Pathway has been successful this year, with 14 New Graduate PBS practitioners joining the program, and 3 of those being signed off as ‘core’ PBS Practitioners in FY 2024-25
- In 2025 – we had 8 practitioners receiving BCBA/ CBA supervision. Two of those became Certified Behaviour Analysts in the financial year, and one became a BCBA (but has since resigned). We currently have 5 members of staff registered as CBA/ BCBA and 1 member of staff registered as a CBA- U (undergraduate)
- 29 of our staff have relevant bachelors degrees, and 9 have a relevant masters degree – making us a highly qualified PBS team
- Improved staff retention — practitioner turnover reduced from 1 in 10 in 2023-24 to 1 in 4 in 2024-25.

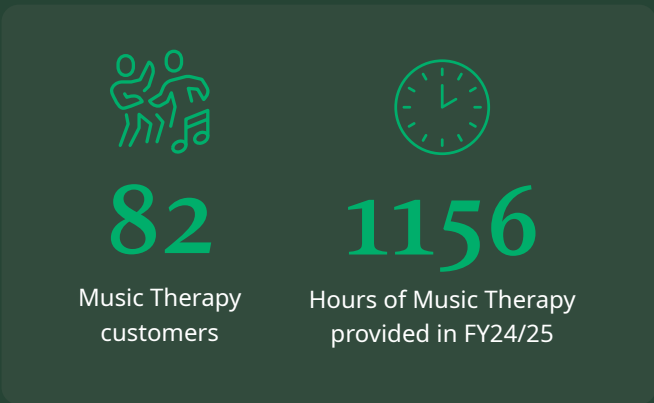
## Therapeutic Support

Our Psychologists and Provisional Psychologists employ effective and individualised approaches, skills and assessments to support people to achieve a satisfying and meaningful life. Therapeutic Support includes cognitive behaviour therapy, modified dialectal behaviour therapy, psychoeducation and life skills program.



## Music Therapy

Music making activities supporting people reach goals in communication, motor skills, social skills, and general health and wellbeing.



# Mental Health Services

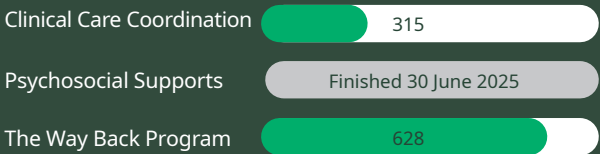
## Coastal Supports

Psychosocial recovery based, case management program for people with mental health needs who do not receive NDIS funding.

The Way Back program supports people aged 15 years and over who have either attempted suicide or experienced a suicidal crisis.

  Available at the Sunshine Coast and Gympie.

### Active clients



## Headspace (Indooroopilly, Redcliffe and Strathpine)

Supporting young people aged 12-25 with mental health, physical and sexual health, education and vocational counselling, and alcohol and other drug support.

  
**4.3/5**

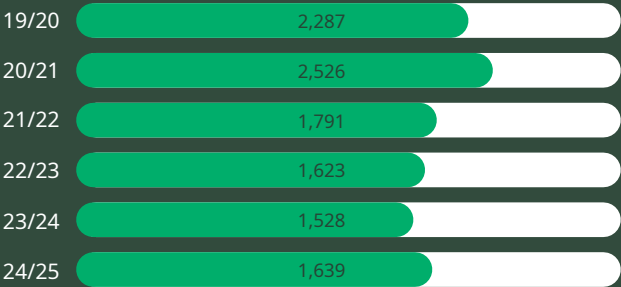
Customer service measure

  
**12,251**

Occasions of service delivered in FY24/25



### Headspace clients

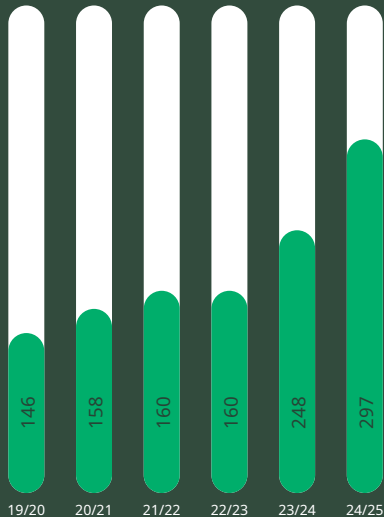


## Community Living Supports

Supporting people with complex mental health needs to increase independence and integrate with the community. Delivered by Tweed Heads Office, Grafton Office and Lismore Office.

 **30,776**

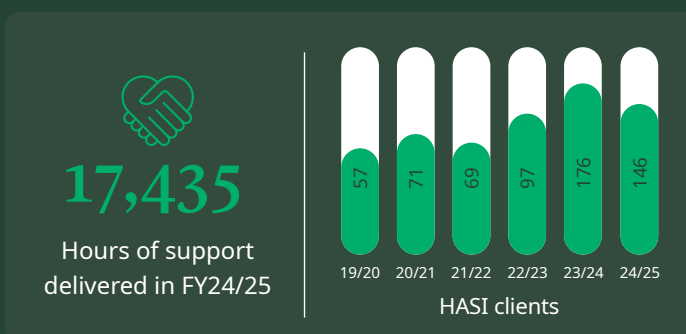
Hours of Support Delivered In FY24/25



CLS clients

## Housing & Accommodation Support Initiative

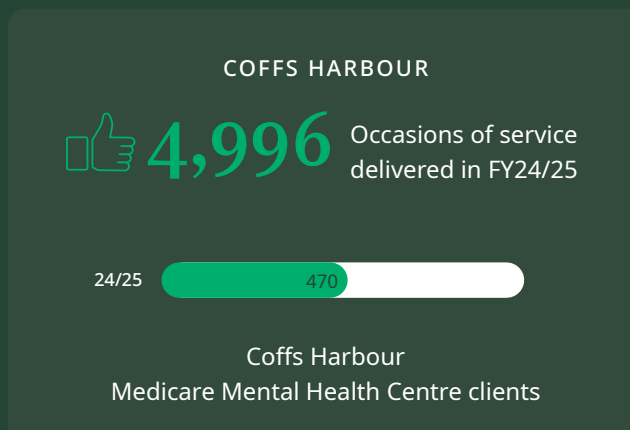
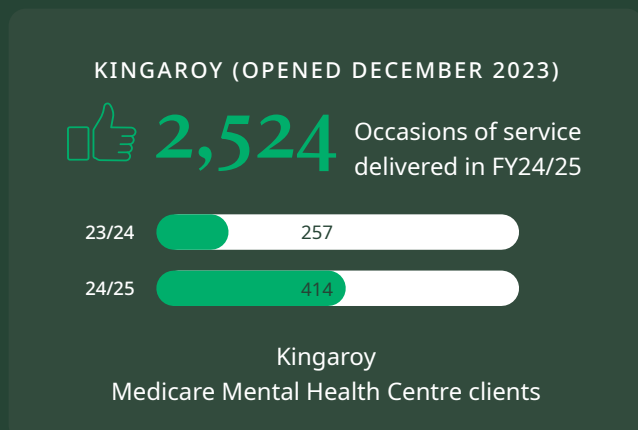
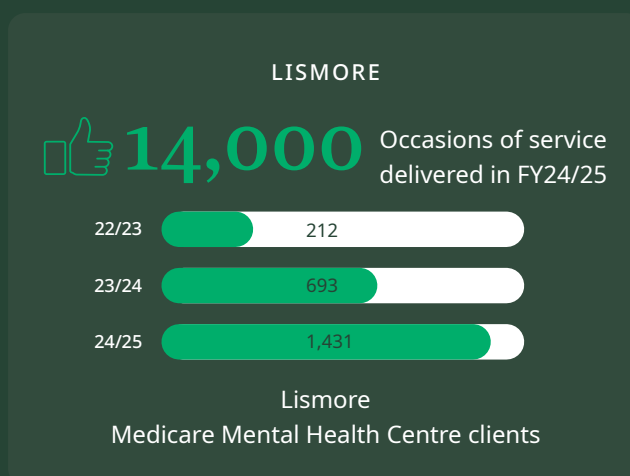
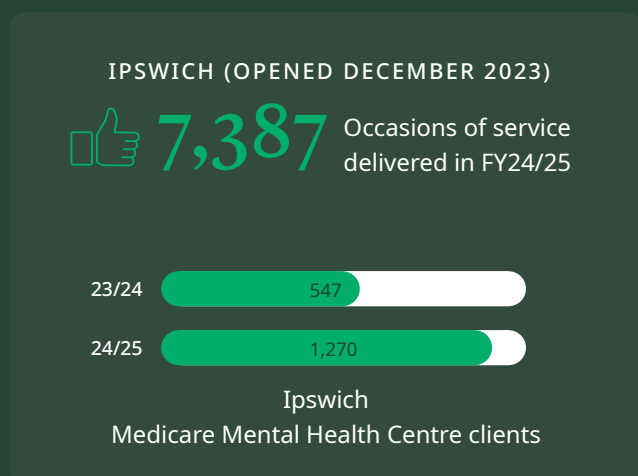
HASI stands for the Housing and Accommodation Support Initiative, a New South Wales (NSW), Australia government program that provides community-based support to individuals with a severe mental illness. It helps them live independently in the community by offering a range of services, including practical support at home, assistance with health care and community tasks, and help with personal development and wellbeing. The program is a key part of the NSW government's commitment to community care for people with severe mental illness, and is delivered by community-managed organizations.



Supporting people with complex mental health needs to increase independence and integrate with community. Delivered by Tweed Heads Office, Grafton Office and Lismore Office.

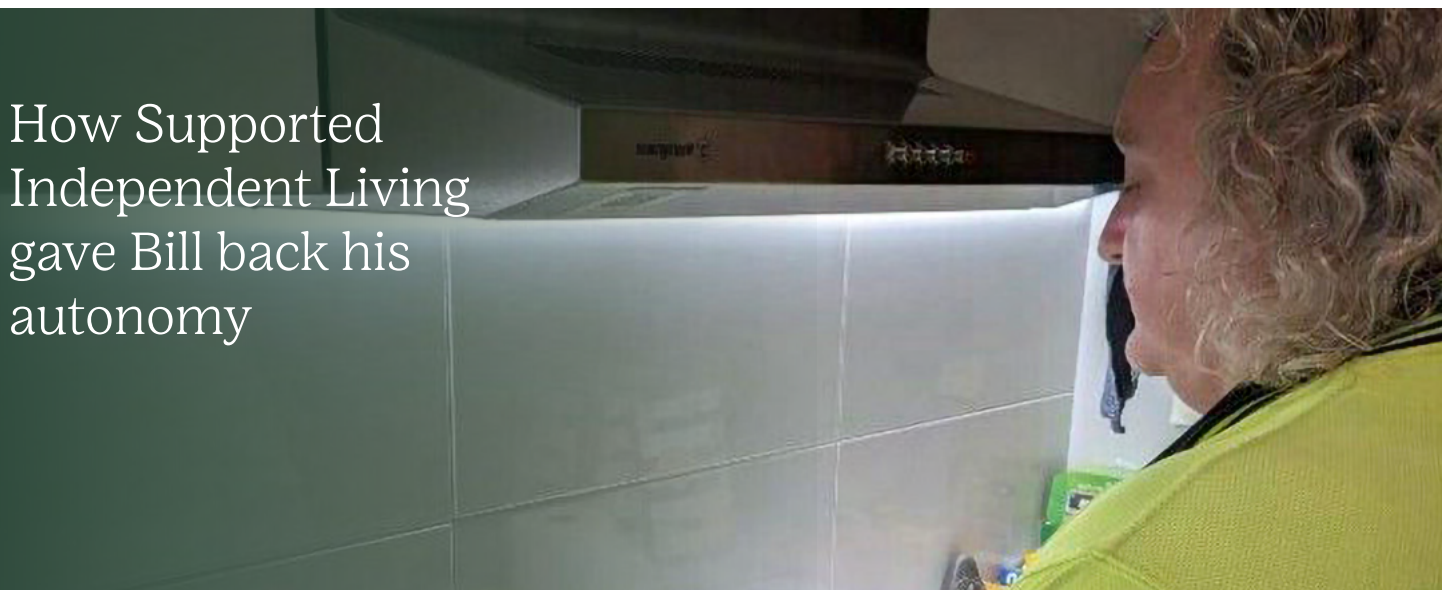
## Medicare Mental Health Centres

Supporting adults over the age of 18 with free mental health services. A safe and welcoming space for people who may be in distress or crisis or need help finding the mental health services to suit individual needs.



# Bill's Story

## How Supported Independent Living gave Bill back his autonomy



For the first time in more than a decade, Bill is not just living independently, he's thriving. After seven months of stability and success in his Supported Independent Living (SIL) home, Bill is embracing life with confidence, purpose, and a renewed sense of hope.

This milestone is a testament to Bill's determination and the unwavering support of Open Minds Support Workers, who have walked alongside him every step of the way.

In his journey towards independence, Bill has developed essential life skills starting in the heart of his home, the kitchen. Inspired by recipes passed down from his mum, cooking has become more than just a daily task; it's a meaningful way for Bill to stay connected to his family and heritage.

Brendan Beathe, Senior Care Leader in Townsville, has witnessed Bill's incredible growth firsthand.

"Bill has built upon his independence and life skills in Supported Independent Living. He now prepares his own meals and washes his dishes – something he previously needed assistance with. Seeing him take control of his daily routine has been amazing."

Bill's progress hasn't stopped there. His mobility has seen remarkable improvements. Once reliant on mobility equipment, Bill now finds himself using it less and less, a clear sign of his growing physical strength and confidence.

"Bill would often use his wheelie walker for stability at home and in the community. For the past two months, he has been accessing the community and moving around his house without it. It's a huge step towards greater independence," Brendan says.

Beyond his personal growth, Bill is making his mark in the community. From swimming to socialising with friends, he's building strong social connections and embracing new experiences that bring him joy and purpose.

"My favourite thing is laughing and having fun with my support workers," Bill said.

One of Bill's most cherished friendships is with his best friend, Joey, whom he met during his time in acute care.

Their bond remains strong, with regular catchups filled with shared meals and plenty of laughter. These friendships have become an essential part of Bill's journey in Supported Independent Living, reinforcing his fun and bubbly personality.

"Bill has gained so much confidence that he now pre-plans his outings with friends. He regularly organises catch-ups and has a structured approach to community access, something that was not part of his routine before," Brendan says.

Looking ahead, Bill's vision for the future is clear. He is passionate about giving back and dreams of becoming a peer support worker to help others facing similar challenges.

He's already taken the first steps, informally visiting acute care settings to offer encouragement and companionship.

"Bill's sense of purpose has really come to the forefront," says Brendan. "He's actively thinking about his future and how he can support others who are on a similar journey. That kind of determination is inspiring."

Bill's aspirations don't end there, he dreams of purchasing his own home one day a powerful reflection of his drive towards independence.

He also hopes to expand his social circle and dive into more activities that bring him happiness.

"I feel like life is moving along quite well," Bill said, reflecting on how far he's come.

"Since Bill has moved into his own home there has been a significant increase in Bill's wellbeing and outlook on life," says Brendan.

# Steph's Story

## Embracing Independence: Steph's Journey with Multicap



In the vibrant community of Kuraby, Steph, a 32-year-old, is living a life of independence and fulfillment, thanks to Multicap's Supported Independent Living (SIL).

Steph's journey to independence began about a year ago when she transitioned from a heavily supported environment to her own home in the community.

The move was a significant change for Steph, who had been accustomed to one-on-one support. However, with careful planning and a gradual transition, Steph successfully adapted to her new living arrangement, sharing her home with a housemate, Paul.

Reflecting on her new home, Steph shared, "It's a lovely looking place. It's exciting because I do different things, ... fold my clothes, go for walks, go places, do colouring in, watch TV and do puzzles."

**Steph's days are now filled with activities that she enjoys and that foster her independence.**

Outside of her home, Steph is an active member of her community. She regularly exercises, plays basketball at the nearby park, and participates in various outings, including visits to theme parks and shopping trips.

The support Steph receives from Multicap is tailored to her needs and preferences, she states, "my support team helps me with daily tasks, accompanies me on outings, and helps me work towards her goals."

This personalised support has allowed Steph to thrive and feel settled and happy in her new home.

Steph's move to her new home has been a milestone in her life. She has set and achieved several goals, including creating a beautiful vegetable garden and engaging in more physical activities.

Steph also shares her goals for the future, "My goals are losing weight, getting a watch, and going on holiday."

One of Steph's innovative ways to achieve her goals is through recycling. She collects bottles and cans, saving the proceeds to buy her desired smartwatch.

This initiative not only helps her reach her goal but also instils a sense of accomplishment and responsibility. "I'm getting it earlier," Steph said proudly, due to her recycling.

Steph's journey is a powerful story of independence, support, and personal growth. Her achievements highlight the importance of programs like Multicap's SIL, which provide the necessary support for people with disabilities to live fulfilling and independent lives.

As Steph continues to set and achieve new goals, her story will undoubtedly inspire others on similar paths to independence and happiness.

# Queensland Mental Health Week

## Achievement Awards



Shining the light on Queensland's mental health improvements and innovations.

Open Minds were excited to announce the winners of the 28th Queensland Mental Health Week Achievement Awards.

These esteemed awards celebrate outstanding individuals, organisations, and initiatives that have made remarkable contributions to improving mental health outcomes throughout Queensland.

The winners were selected from a strong pool of nominations, showcasing excellence in promoting mental health, reducing stigma, and supporting those living with mental illness.

These awards are the state's leading event dedicated to recognising the extraordinary efforts of those who truly make a difference in the mental health sector.

"This year's recipients have been celebrated for their significant contribution and exceptional dedication to fostering inclusion, raising awareness, and enhancing the wellbeing of Queenslanders," said The Open Minds Chief Executive Officer.

"We are immensely proud of the high standard of this year's nominations. Each finalist exemplifies an unwavering commitment to advancing mental health services and advocacy. These awards not only honour their remarkable achievements but also underscore the collective progress we are making in this vital field."

The winners in each of the 11 award categories were revealed during the Awards breakfast ceremony held on Friday, 11 October 2024, at the Brisbane Convention and Exhibition Centre.

This event highlights the often unsung heroes within the mental health community and encourages ongoing efforts to enhance mental health support across Queensland.

The winners represent a diverse range of sectors, reflecting a broad commitment to mental health improvement. They include schools promoting student well-being, workplaces advancing employee mental health, and community programs addressing isolation. Each finalist plays a critical role in elevating mental health services, education, and advocacy.

Winners in each category received \$500 in prize money, while the overall winner was honoured with the Earle Duus Memorial Award which includes a \$4,000 prize.





# Direct Support Workers Conference

Building on the success of 2024, which attracted 187 delegates, the DSW Conference continues to be Australia's largest independent event dedicated to the professional development of Disability Support Workers — empowering frontline teams through learning, leadership and growth.

The conference featured inspiring keynote speakers who opened and closed each day, alongside industry experts delivering plenary presentations and hands-on, workshop-style breakout sessions. Designed to build confidence, capability, and connection across the sector, the program ensured strong engagement throughout, with attendees consistently valuing the practical, real-world focus of every session.

## Sponsors

HESTA

Alvie

HousingHub

Black and White Cabs

## Key Note Speakers


Grace Edwards

Keith Banks

Wayne Bennett

Kath Koschel





# DIRECT SUPPORT WORKERS CONFERENCE

Our Presenting Partners:



# Overview of Research Projects

Sarah Hutchison  
presented at the Applied  
Behaviour Analysis Australia  
Conference 2024.



Sarah Hutchison and ten Vertaview clinicians and researchers presented at the Applied Behaviour Analysis Conference in 2024. Our skilled professionals presented on topics ranging from advanced behaviour support techniques to cultural sensitivity, community integration, and enhancing quality of life. Sarah's own presentation shared the outcomes the recent Vertaview research publication "Positive Behaviour Support is effective when implemented correctly: a response to "Restrictive practice – A pathway to elimination (Carberry, Hutchison, Lackey, Vassos & Wardale, 2024)" published in Research and Practice in Intellectual and Developmental Disabilities. This article presented our own customer outcome data, along with a detailed analysis of PBS literature, and rebutted a submission to the Disability Royal Commission that was critical of PBS. The article was a collaborative effort with a partner from the University of Queensland and has received positive comments from senior academics. It is the third publication in an academic journal from Trent Carberry and the Vertaview Group research team, reflecting an ongoing commitment to developing best practice.

Our collaborative work also involved presenting a workshop at the Direct Support Worker Conference 2024 which then informed a national survey of Direct Support Workers on sources of stress and satisfaction within the workplace for Direct Support Workers. The data from this survey is currently being analysed and publication in an academic journal will be sought in the next year. This forms just one of the projects relating to stress and burnout in the disability sector that Vertaview is involved with. Vertaview is committed to the psychological safety of its workforce and trials are in progress across support worker, support coordinator, and behaviour practitioner teams.

Vertaview is committed to a process of research and evaluation informing practice. This process was demonstrated by our involvement with the OPG in a trial of Supported Decision Making (SDM). Vertaview received a grant to conduct a trial of SDM in Queensland. We embarked on a research process to find examples of best practice that we could implement in our approach. Once this was done, the Practice Excellence team developed a series of educational modules designed to teach people with intellectual disabilities about how to engage with trusted people around them to help them with decision making. The trial had two key outcomes. The first was that people who participated in the trial reported a positive response to the modules and the skills they learned from them. The outcome we are most proud of was that one of the participants was able to demonstrate their decision-making capacity had increased to the point where they had their guardianship orders relinquished. This outcome demonstrates the value of a continuous cycle of seeking out current evidence, using it to develop practice, ensuring the compliance of that practice, and then evaluating it once it is in place.

# Multicap Takes Action to Address DSW Burnout



Multicap is taking steps to better understand and address the issue of burnout among disability support workers.

Statistics suggest that about 40 per cent of people working in the disability sector experience a significant amount of stress.

Multicap's Research Lead Trent Carberry said it was well-established that burnout is a risk for disability support workers (DSWs).

"People who chose to be a disability support worker are people who care, and when you care you often worry and find it hard to put the job down and switch off," Trent said. "We want these people with big hearts to work for us, but we also want to support and protect them. We want our workers to be safe and happy."

Multicap surveyed two groups of DSWs — one group working in metropolitan Brisbane and the other in regional Queensland — to find out if stress differed depending on where you worked, what causes stress and how much.

"The results showed that burnout was the same in both areas, and so this found that no matter where you are based, the stressors are the same," Trent said.

Among the stressors that DSWs identified were challenging behaviour with customers, and a lack of teamwork and collaboration within the DSW teams.

"So, we understand that DSWs are stressed and now we are looking at what levers we can pull to better support them," Trent said.

He said education was a key factor in addressing stress.

"We're always going to support people who have challenging behaviour, so we need to educate our staff to understand that their stress doesn't actually come from the behaviour," Trent said. "It comes from incorrect attribution of the challenging behaviour."

"Challenging behaviour is most often the result of a customer's need not being met. So, if we look at the behaviour within this framework we can understand it's not a threat or insult, it's not about you, they are asking you for help and they don't have a better way to do it."

Trent said that once staff understand this, it could help alleviate stress by making them curious, instead of frustrated.

Multicap is currently trialling the use of a website filled with resources to support DSWs to better understand challenging behaviour, better communicate within teams and systematised problem solving.

"We can't change the world, but we can try to improve it," he said. "We're also looking at what training needs to be face-to-face and we'll make sure we do that."

Meantime, Multicap has partnered with the University of Queensland to research burnout in disability support workers across the country. Data from the 2024 survey of DSWs is now being analysed.

"This research is looking at the role of the DSW and looking at the bigger picture around practical solutions for stress," Trent said.

"It's also looking at what makes a good DSW. Is it essential to have completed formal training, or it is more important to be caring or compassionate, because we can't train someone to care or have compassion."

Multicap is also researching burnout in positive behaviour support practitioners and its parent company, Vertaview Group, is researching burnout in support coordinators.

"These can be difficult jobs but with the right supports in place things can get better," Trent said.

We want our people to stay, so while we can't promise our interventions are going to work, we recognise the stressors and we're trying to build towards something."



# Grants

Our entities are generously supported by multiple grants.

Grant contributions from federal, state and local governments, as well as private organisations, make an important difference to the quality of our services and the opportunities we offer our customers and clients.

Thank you to our many grant providers for your assistance to deliver excellent services that enable a greater impact for people with disability and mental health needs to live their best life.

Stockland Aura Community Grants Program	Multicap - Community Arts Project led by Monte Lupo Arts
Brisbane City Council	Multicap - Christmas Carols and Markets
Queensland Government's Department of Justice and Attorney-General Gambling Community Benefit Fund	Arbourwell - New air conditioning at Mt Ommaney Hub Arbourwell - Upgrade bathroom at Nudgee Hub Multicap - Furnishings for new housing at Rockhampton Vertaview - Community engagement and consultation with local First Nations groups
Australian Government's Commonwealth Home Support Program	Allinto - Transition Support for the Support at Home and New Aged Care Act Allinto - Growth Funding
Brisbane North PHN	Open Minds - Headspace Demand Management and Enhancement Program
Queensland Government's Resource Community Infrastructure Fund	Pathway to Independent Living in Rockhampton (new housing)

# Our Supported Employment Businesses

Everyone should have the opportunity to develop their independence, confidence, and skills in a safe, social and supportive workplace.

## MAKEABLES

Makeables employs people with disability to undertake meaningful work in a call centre, or production and distribution at our Tingalpa and Rocklea operations. Employees assist businesses with activities such as assembly, finishing, packing, administration, logistics, sales, and machinery operations.

A key focus for Multicap's Employment business, is creating inclusive and culturally diverse work environments. This was successfully achieved through the creation of employment for people without disability to work alongside supported employees in a non-NDIS funded capacity at our Tingalpa warehouse. This unique business objective is strengthened by Multicap's partnership with Multicultural Australia in employing jobseekers with refugee and asylum seeker backgrounds.

Makeables welcomed new partnerships with:

- DuluxGroup – labelling empty paint pails
- DFM Apparel – labelling and recycling solutions for non-conforming retail products.

Multicap values our commercial relationships, forging deeper partnerships and collaboration to create employment pathway opportunities for supported employees, such as assisted employment and open employment.

## MONTE LUPO CAFÉ

Our cafes and catering businesses located at Eight Mile Plains and Banyo offer quality coffee and light meals. Our employees gain hands-on experience in the hospitality industry – from customer service to coffee making, money handling, meal preparation, food delivery, baking and food safety.

Our café based in Banyo has released a new range of premade meals, protein balls and cookies to further develop supported employees' skills.

## LAUNDRETTO

Laundretto is a commercial laundry service located at Banyo that provides transferable skills, training and employment opportunities for people with disability. Laundretto welcomed a new partnership with Sunny Queen Eggs to launder production coats daily.

## MONTE LUPO ARTS

Providing artists with disability employment opportunities 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. Our supported employee artists create ceramic and textile artworks and homewares, personally managing each step of the production process.

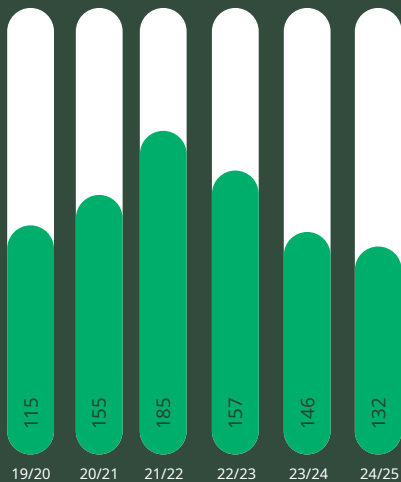
# Employment

Providing services and employment opportunities and pathways in the new economy.



\$6,170,493

Multicap employment  
businesses total revenue



Supported and assisted employees

## Makeables - Tingalpa

20,323,209

Pepsico Chips packed



372

Corporate  
volunteer hours

## Makeables - Rocklea



2,659,500

Cotton tags produced



160,828

Paint Roller Kits and  
Poles for UniPro



1,533

Hours done by one  
Harvest Call centre

## Monte Lupo Cafe Banyo



8,000

Cups sold of Barista made coffee

## Laundretto



113k+

Garments laundered  
for One Harvest and Sunny Queen Eggs

# Nathan's Story

## Nathan Peter's Journey at Monte Lupo



Nathan Peter has been a dedicated team member at Monte Lupo for an incredible 25 years. Following the passing of both his parents several years ago, Nathan has shown remarkable determination in building a life of independence. His strength and perseverance shine through — but equally inspiring is the tight-knit community that surrounds and supports him.

Nathan shares a weekly catch-up with Danny from the maintenance team at their local pub, while Helga, his colleague, ensures he gets to work on Saturdays and checks in on his wellbeing. Grant from Open Minds accompanies Nathan on weekend outings, and his Job Coach provides reliable support through Telehealth appointments. This circle of care underscores how deeply valued Nathan is — both personally and professionally.

Over the years, Nathan has worked across nearly every area of Monte Lupo's studio, and today he splits his time between the Gallery and studio spaces.



Most recently, he has taken the reins of the growing online sales department, carefully managing incoming orders, coordinating fulfillment, and ensuring timely delivery or pickup. His attention to detail and commitment to excellence have not only kept pace with the evolving business — they've helped drive it forward.

Nathan's journey is a testament to resilience, community, and the power of purpose-driven work.





# Creative Arts



\$388,419

Earned in Sales in  
FY24/25



78

Workshops Held  
in FY24/25

Exhibitions held  
during FY24/25



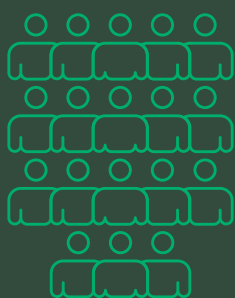
Most Popular Piece  
Sold: Flower posies

## Monte Lupo Exhibitions

- 2024 Little Things Grow BIG, Art Nuvo, Buderim
- 2024 Cleveland Gallery Exhibition
- 2024 Enchanted Garden, Monte Lupo Gallery
- 2025 Creatures and other Literary Friends Under the Greenwood Tree

## Competition

- 2024 SWELL Sculpture Festival, Currumbin
- 2024 Sculpture on the Edge, Flaxton
- 2024 Woodford
- 2024 EKKA



18

Artists



1,223

Workshop  
participants

4,364



Pieces sold instore and online





“

Creative expression through art is valuable therapy, develops new skills and builds a sense of confidence and purpose

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COSMOS CB  
CHARLEVILLE  
OUTBACK QUEENSLAND



## Testimonial

"As parents, we've always hoped our son Andrew would find meaningful work where he feels valued, supported and empowered. Thanks to Makeables, Multicap that hope has become a reality.

From day one, the team welcomed Andrew with warmth and respect, recognising his strengths and providing tailored support to help him thrive. Multicap supported Andrew's transition from a volunteer to a productive employee, recognising that he needed time to adapt to change.

He has worked in many different areas of packaging learning new skills such as operating machinery and quality control as Makeables has taken on different contracts. Workplace adaptations were

made to accommodate Andrew's return to work as he recovered from shoulder surgery. Since then, Multicap has encouraged Andrew to use his continuing education in digitising office records and provided the opportunity for him to utilise these skills in the office one day per week.

We've seen Andrew grow in confidence, independence, and pride in his work. He finishes each day with a sense of purpose and belonging and that means the world to us.

We're deeply grateful to Multicap for the difference they've made in our son's life."

— Beverly Foley

# Mitch's Story

## Mitch's Inspiring Journey to Open Employment

Mitch's six-year journey from supported employment to open employment started with Multicap in 2017.

In this supportive and structured environment at Multicap's social enterprise, Monte Lupo Cafe, Mitch developed work skills, built confidence, obtained a driver's licence and even received Outstanding Supported Employee Award in 2023.

Having achieved so many goals with Multicap, Mitch announced in early 2024 it was time for the next adventure.

"I love working at Multicap and had the best group of coworkers that I could ever ask for, but it was time to challenge myself and move on," said Mitch.

In May 2024, Mitch secured a new opportunity as Administration Assistant with Toyota Material Handling Australia (TMHA) initially working one day per week with on-the-job support from Multicap Employment Services.

Within a few months, Mitch expanded his role to two days per week, with one day entirely independent of Multicap support.

With the right support and structure, Mitch said he was able to stay focused and enjoy his new workplace.

"During the early days of my employment with Toyota I faced some personal challenges, but I had incredible support from my new managers, as well as the team at Multicap," he said.

By February 2025, Mitch received a formal offer from TMHA for a permanent part-time role at an award-rate salary.

Mitch was thrilled with the milestone and is now proudly working completely independently, without any employment support services.

"I'm loving my new job at Toyota," said Mitch. "The team is really supportive, and the work environment helps me stay focused. I've learned so much already, and I feel proud of what I've achieved."

Andrew Booth, General Manager Branch Operations Queensland at TMHA, said it didn't take long to see that Mitch was a great fit.

"Mitch has been a fantastic addition to our team. He's adapted well to the role and brings such positive energy to the workplace," said Andrew.

"Not only has Mitch's involvement with TMHA assisted him; it has also been beneficial to the TMHA staff to share the journey."

"Hiring an employee with a disability has been a positive experience for us, and I'd absolutely encourage any other business to do the same," Andrew said.

Mitch said he was grateful for the support and excited about what the future held for him in open employment.

"I want to thank everyone at Multicap, from the CEO right through to the employment team. I could not have done it without them."

Mitch's story is a shining example of how the right support and opportunities can empower individuals to reach their full potential.

Multicap empowers people with disability to achieve their goals through employment opportunities at social enterprises – Monte Lupo Cafes, Laundretto and Makeables.

## Specialised housing and tenancy support enabling people to live independently.

Arbourwell delivers the property and housing service to the Vertaview Group, including tenancy management, asset management and maintenance, capital projects delivery and commercial property advisory, and fleet management services.

Additionally, they provide accessible and affordable housing options for customers and are committed to offering people with disabilities and mental health needs more choice to live independently. With a large portfolio of owned and tenanted properties, Arbourwell strives to be an innovator in the social and affordable housing sector.

Arbourwell's capital investment program is ongoing and is driven by our commitment to invest in accessible accommodation with the intent of increasing the availability and affordability of homes for people.



## Major achievements

- Completion of Tommy's House at Capalaba, a \$1m bespoke home suited to the needs of Tommy.
- Stage 1B in Rockhampton commenced construction of a further 4 units to increase housing options in the region.
- New leased vehicle contract awarded to SG fleet for Open Minds vehicles, all new and replacement vehicles to be Hybrid vehicles to meet our ESG targets.

## Funding

- Qld. State Development - Resources Community Infrastructure Fund \$2,500,000 (Jardine st. 1B).
- Qld. Gambling Community Benefit Fund (GCBF) for \$18,000.00. - (Tommy's House Duncan Rd.).

## Major works

- Tommy's House Duncan Road \$1,000,000.

## Minor works

- Our Planned Preventative Maintenance program saw \$460,000 spent on existing properties to ensure end of life assets replaced to reduce reactive maintenance costs, some of this work included.
- Replacement of 10 split and 3 Ducted Airconditioning systems.
- Replacement of 11 Hot water systems.
- Kitchen refurbishment in 12 Homes.
- Bathroom upgrades in 6 Homes.
- Other Preventative compliance Maintenance and reactive works saw a total of 4385 Work Orders completed at a cost of \$2,700,000.

# Property and Accommodation

## Specialised housing and tenancy support enabling people to live independently.

Arbourwell is a legal entity delivering the property and housing functions of the Vertaview Group. Arbourwell provides services in property, tenancy management, asset management and maintenance, capital projects delivery and commercial property advisory, and fleet management services.

Arbourwell provides accessible and affordable housing options for customers and is committed to offering people with disabilities and mental

health needs more choice to live independently. With a large portfolio of owned and tenanted properties, Arbourwell strives to be an innovator in the social and affordable housing sector.

Arbourwell's capital investment program is ongoing and is driven by our commitment to invest in accessible accommodation with the intent of increasing the availability and affordability of homes for people. Arbourwell invested \$3.2M in capital projects at Capalaba, Caboolture and Rockhampton, all of which are at differing stages of development.



\*Multicap + Open Minds combined



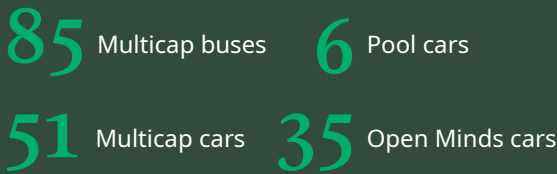
\*Multicap + Open Minds combined

## Major achievements

- Completed full asset audits of owned property to improve asset lifecycle maintenance program.
- Received and resolved over 3,000 requests for repairs and maintenance at our SIL residences and Community Hubs.
- Completed 1,200 programmed maintenance jobs.
- Tendered and implemented three new service contracts and managed service contracts to the value of \$1M.
- Following asset audits, completed over \$350,000 of planned maintenance work to improve customer accommodation or staff workspaces.
- Completed \$4.4M development (Stage 1A) of two specialist disability accommodation certified villas on Jardine Street, Rockhampton.
- Commenced construction on a specialised two-bedroom house extension at Duncan Road, Capalaba to meet specific needs of a customer currently residing at Ford House.

## Fleet management

Arbourwell's corporate fleet comprises a diverse range of 147 vehicles, strategically allocated to meet various operational needs across the Group's entities. Fleetio Transport management software system was introduced to provide a central database for all fleet management processes.



# Support Coordination

Allinto is a charity and NDIS registered entity in the Vertaview Group, delivering independent, holistic support and specialist support coordination and psychosocial recovery coaching to NDIS participants.

With staff located across urban, regional and country Queensland, Victoria and New South Wales, Allinto is proud to service clients all over Australia, providing both in-person and remote contact, depending on location and client preference.

An experienced team of Support Coordinators identify and negotiate with quality service providers, connecting our clients with the support they need to live their best life in the community. Services are updated and reviewed in line with our clients' changing and unique circumstances, also ensuring they get maximum value from their NDIS package.

Psychosocial recovery coaching provides more comprehensive day-to-day navigation, support, and capacity building for NDIS funded participants.

Allinto provides complex discharge coordination to long-stay patients, helping them to access the services and supports they require to successfully transition from hospital to the community.

In addition to NDIS funded support coordination, Care Coordination services are provided to older Australians who receive funding through the Commonwealth Government's Disability support for Older Australians (DSOA) program.

## Achievements from FY24/25





# Hospital to Community Program

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The initial 12-month Hospital to Community contract was successfully renewed and extended to a 24-month term. This extension supported a comprehensive review of the program through an end-to-end customer experience lens, aligning with broader customer experience initiatives. Key stakeholders, including Gold Coast Hospital and Health Service, the external assessment research group, internal staff, and customers, were actively engaged. The resulting procedural improvements have enhanced operational alignment, increased efficiency, and delivered a stronger customer experience.

## Marcus

Marcus was supported by the H2C program to return home from hospital with supports in place to assist him to live independently at home and travel to his community rehab appointments. Marcus was also supported by H2C to navigate NDIS processes including supporting him to attend his online planning meeting, advocate for an increase in support hours, and to connect with local providers for support coordination and plan management. This made Marcus' transition from H2C to NDIS funding a smooth process.

## Allan

Prior to coming to Multicap, Allan exhibited a number of behaviours that have seen him with substantial injuries to himself. Since joining H2C and remaining with Multicap, Allan has seen his health become more stable, and re-engage with the community through various social outings. Allan loves accessing the community with his support staff and rocking out in the car to his favourite CD's.

## Gary

Gary was supported by the H2C program to obtain NDIS access and SIL funding, which is something his family were hoping for so that he could be provided with appropriate supports, rather than transitioning from hospital back to the community with limited supports. Since being on the program, Gary has made great process with his speech, language, and vocabulary after his stroke. The support staff were very active in assisting Gary with this by taking him to his rehab appointments and encouraging him to play games and activities that assist with speech, memory and regaining cognitive strength. During his time on the program, Gary provided positive feedback with regards to his supports, stating he liked the staff who supported him and enjoyed living at the Multicap Oxenford SIL. Gary's daughter and sister are pleased with the supports Gary has been provided with on H2C and they have advised they are happy for him to remain with Multicap as his ongoing supports provider.

## Brett

Brett joined the H2C program after a lengthy hospital admission. Through the H2C program, Brett was able to return home and regain his independence in the community — a goal he had long hoped for since his hospital admission. The supports provided at home enabled him to engage with Community Rehab and helped ease the burden on his family. Initially these supports started with Brett only wanting to be driven to and from his appointments, but this has now increased to social outings, coffee shops, shopping for weekly groceries and even has started writing songs and enjoying music again with his fabulous support worker. Brett has expressed satisfaction with the supports he received through the H2C program, particularly the assistance provided to attend appointments, which is an area where he requires support due to communication challenges and limited access to his own personal transport.

## Christiano

Prior to his hospital admission, Christiano was living in unstable accommodation and was unable to safely care for his stoma and wound. On the H2C program, Christiano was able to be discharged from a long stay at hospital into safe, supported accommodation with daily nursing supports for stoma and wound care. With H2C's support, Christiano was assisted to navigate his NDIS planning meeting and received a well-funded plan with weekly nursing supports. Christiano was also supported to secure long term SIL accommodation at Multicap Helensvale. Christiano and his family have expressed their gratitude for the H2C program. Christiano advised he has been very happy in his accommodation at Multicap and is always thankful for his supports. Christiano's niece has thanked the H2C team for supporting Christiano. Christiano's sister also thanked the H2C team, and said she hadn't seen Christiano this happy in a long time.



Mark

Mark’s transition from hospital to home under the H2C program involved complex 24/7 supports, including 1:2, 1:1, and active awake overnight care. Mark was successfully transitioned from hospital to the Multicap SIL home close to his family. This provided him with a safe and supportive environment, while also significantly reducing the strain on his wife Susanne, who expressed that her worries have decreased substantially since Mark’s move to the Multicap SIL. Susanne was actively involved in planning and communication with the team to ensure Mark’s transition was as smooth as possible. Mark’s wife, Susanne, expressed that she was extremely happy with the supports provided by Multicap. She appreciates that Mark’s medical and personal needs were met by a dedicated team, and that the Multicap SIL home offered Mark the chance to live comfortably and safely close to her.

Lloyd

While on the H2C program, Lloyd demonstrated that he is largely independent in managing his daily living needs. He engaged with staff when required, but these instances were minimal, as he preferred to complete tasks on his own. Lloyd showed confidence in maintaining his routines and only accessed support when it was practical or necessary. His time in the program highlighted that he is capable of living independently, with staff presence serving more as reassurance than active assistance. Lloyd reported that he was very appreciative of the H2C program. He valued the flexibility it offered and the reassurance of having support available if needed, even though he rarely required it. He noted that the program gave him the confidence to test his independence in a supported environment, while still having the option to call on staff if circumstances required. Lloyd described this balance as a key factor in helping him feel secure as he continued to reintegrate into the community.

Corey

After a challenging period of homelessness and hospitalisation in his life, Corey successfully transitioned into a stable, supportive living environment at Multicap. With tailored care and a welcoming environment, he found a forever home that promotes independence, dignity, and ongoing wellbeing, marking a hopeful new chapter in his life.



26,250

Number of hours of  
H2C support provided in  
FY24/25



55

Supported  
to successfully discharge  
from hospital

# Tom's Story

## Comprehensive support coordination transforms Tom's life



Tom has lived with an acquired brain injury for much of his life. For years, he managed well, working as a supported employee in the mail room at Logan Hospital and living independently in government housing. Life was manageable for Tom, and he felt capable and independent in handling his own affairs.

However, as Tom aged, his condition began to deteriorate. He developed Chronic Obstructive Pulmonary Disease (COPD), and his mobility declined, making everyday activities increasingly difficult.

Tom's family, particularly his brother-in-law Ed — who has been a steadfast advocate for him — and his wife, a nurse, recognised the growing challenges he faced. They understood that Tom's needs had become more complex, especially after the passing of his parents, which left him with limited financial resources and further complicated the search for appropriate support.

Navigating the National Disability Insurance Scheme (NDIS) was a daunting process for Tom's family. However, their persistence led to a connection with Allinto where experienced support coordinators stepped in to help Tom secure a place in a supported independent living home on Brisbane's southside.

This transition to supported independent living brought significant relief to Tom and his family, knowing he was now in a safe and supportive environment.

Despite this progress, Tom's health and psychosocial needs continued to evolve. To address these needs, his family reconnected with Allinto, where Keela provided tailored support coordination.

Keela navigated Tom's complex needs, ensuring he received the support required for his behaviours and social interactions, greatly enhancing his quality of life.

Through Keela's efforts, Tom was introduced to weekly hydrotherapy sessions and participated in community activities, both of which have significantly improved his physical and mental wellbeing.

Witnessing the positive change in his brother-in-law situation, Ed said he was impressed by the impact of quality support coordination.

"The compassion and respect demonstrated by the Allinto team have been invaluable," Ed said. "Without their support and dedicated services, navigating Tom's complex needs would have been incredibly challenging," he said.

"Tom's experience with Allinto has been transformative, and he is deeply grateful for the support he has received."

### Tips for navigating disability support

Tom's family encourages others facing similar challenges to:

- Seek knowledgeable guidance from experts.
- Choose a provider that aligns with individual needs.
- Maintain realistic expectations throughout the process.

With the help of Allinto, Tom now enjoys a higher quality of life and greater independence, and his family feels reassured knowing he is receiving the care he deserves.

# Community Hubs

## Community Hubs

Providing a welcoming and fun place for customers to connect and share new experiences. Our friendly and qualified team delivers experiences and programs that reflect our customers’ goals, interests and needs.

17 Community Hubs



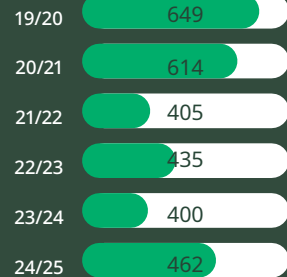
149,212

Hours of Community Hubs Support provided in FY24/25

93

80 different learning modules offered at Hubs

Community Hubs Customers



## ASDAN

ASDAN courses are offered to engage people in relevant and motivating learning programs that elevate them to achieve and progress to further education, training and work, and empower them to take control of their lives.

98

Customers successfully completed a course



17 Hubs delivering courses

## Centre of Creative Arts Program

Forging positive pathways with the power of creativity. The Centre of Creative Arts (COCA) program provides a range of structured, active and functional arts sessions for our customers as part of our Community Hubs activities.

90-113

Customer per week



Offered at

9

Hubs



## Work showcased in FY24/25

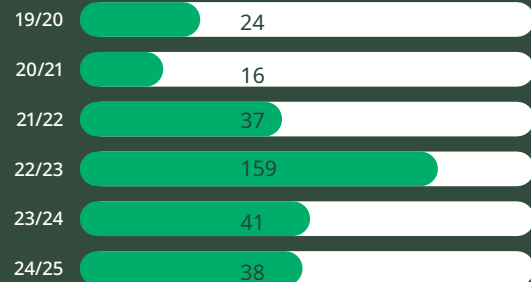
- Artforce Project – designed and painted two traffic signal boxes, Brisbane South
- Direct Support Workers Conference – presentation, South Brisbane

## Youth Bloom Transition Services

Helping young people in care and beyond to learn to be independent in a healthy, fun and safe way.



Available in Logan and the Gold Coast



## Community Re-Entry Services Team

Support for transition out of prison to community life and have a successful parole.

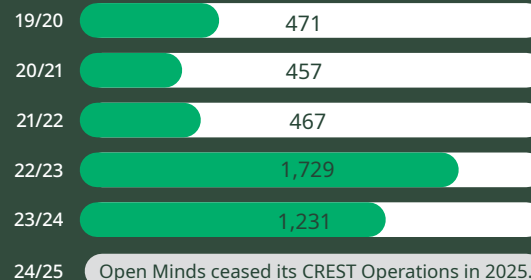


Townsville

1,436

Occasions of service for Community Re-Entry Services Team (CREST)

CREST clients:





# Jamie's Story

## Roma Hub opens doors to inclusion and growth



In early 2024, the Roma Community Hub opened its doors, welcoming not just a new space but new possibilities for people with disability in the region.

For Jamie, it marked the start of a remarkable journey where he discovered newfound confidence, connection, and self-expression.

Multicap Service Manager, Aisling said that before the Community Hub opened, people with disability didn't have a communal place to connect.

"Now, they have a safe space to interact, and Jamie has truly flourished because of it."

Jamie, who has long faced significant challenges in communication, has experienced a profound transformation in the supportive environment at the hub.

While he has always had a love for music, his ability to engage with others was previously limited. The structured yet welcoming setting at the hub has allowed him to embrace his passion in ways he never had before.

"Jamie has always loved singing, but in the last four months, he's begun to sing more freely, without hesitation," said Aisling. "It's become a way for him to connect with those around him, and you can see how much joy it brings him."

Once very quiet and reserved, Jamie now actively engages with people around him.

"Jamie now says hello when he comes into the hub, which he has never done before. An indication that he feels safe here," said Aisling.

Beyond his newfound confidence in greeting others, Jamie enjoys participating in group activities such as playing Jenga, creating collages, and interacting more with his peers and support workers.

These small but meaningful steps have helped him build relationships and become an active and valued member of the hub.

"He is more in tune with what's happening around him, often smirking as he observes the energy of the hub. You can see the difference in him. The other customers always invite him to be a part of activities," Aisling said.

Jamie's progress has been so significant that he often does not want to leave at the end of the day.

The Roma Community Hub has given Jamie opportunities to grow in a supportive community that offers a sense of belonging.

# Our People

Our people are the  
cornerstone of our succes.

At Vertaview Group, our people are the cornerstone of our success. In FY25, our diverse and talented workforce of over 2,400 employees continued to drive meaningful social impact across the communities we serve. We are proud to champion ethnic diversity and lived experience, ensuring our team authentically represents the rich and varied backgrounds of those we support.

“

**We remain committed to fostering an inclusive and supportive workplace**

This year, we welcomed 144 student placements and volunteers who contributed a remarkable 5,401 hours of service, enriching our culture and expanding our impact. We remain committed to fostering an inclusive and supportive workplace that values integrity, respect, and empowerment. This dedication strengthens our culture, enhances innovation and collaboration, and positions Vertaview Group for sustainable growth and lasting community benefit.

## Major initiatives and projects in FY24-25

- Introduced Culture Amp as platform for new Engagement Survey.
- Engagement Survey participation increased by 16% to 61%, Engagement Score increased by 3% to 63% from 2024.
- Leadership Capability Framework created and implemented and supported with leader learning and development initiatives throughout the year.



# 2024 Staff Excellence Awards

## 2024 Vertaview Group Staff Excellence Awards Winners

Outstanding Assisted and Supported Employee Award	Liam Amos
Allinto Outstanding Support Coordinator Award	Keela Bernhard
Open Minds Outstanding Employee Award	Emma James
Open Minds Outstanding Team Award	HASI ( <i>Housing and Accommodation Support Initiative</i> ) and CLS ( <i>Community Living Supports</i> ) Team
Multicap Outstanding Disability Support Worker Award	Helen Glebow
Multicap Service Delivery Team Award	Roma Team
Vertaview Group Shared Services Team Award	Payroll Team
Vertaview Group Collaboration Award	RAP Working Group Team
Vertaview Group Leadership Award (winner)	Toby Heath, <i>Business Intelligence and Improvement Specialist</i>
Vertaview Group Leadership Award (highly commended)	Michelle Underhill, <i>General Manager Integrated Mental Health</i>
Vertaview Group CEO's Amplifying Purpose Award	Fiona Haynes, <i>Multicap General Manager Creative Arts</i>

## 2024 Staff Excellence Awards

The Vertaview Group recognises and celebrates the dedication and achievements of our incredible staff and supported employees through our annual Staff Excellence Awards.

The 2024 awards ceremony was held in November at the Brisbane Convention and Exhibition Centre. The event celebrated those making an exceptional contribution to the growth and vitality of the Group, resulting in an improved quality of life for our customers. From 44 outstanding finalists, 13 individuals and teams were honoured for their leadership and commitment to excellence.

Special recognition was also given to scholarship recipients Cheri Rhys-Jones and Alexander Potter, and to Gary Haddad, who received the Queensland Mental Health Commission Lifetime Achievement Award.



# Cheri's Story

## Amplifying Purpose on the Global Stage



(L-R): Angela Tillmanns (Chair), Cheri, John Gallimore (Director)

Cheri Rhys-Jones, a recipient of the John Gallimore Amplifying Purpose Scholarship, represented Vertaview Group at the International Prader-Willi Syndrome Organisation Conference in Phoenix, Arizona.

A passionate advocate and mother of a child with Prader-Willi Syndrome, Cheri brings lived experience and deep insight to her role at Allinto.

The scholarship supported her attendance at the global event, where she connected with researchers, families, and professionals to share knowledge and strengthen support networks.

"This opportunity means the world to me," Cheri said. "It was a chance to learn, contribute, and bring back ideas that can make a real difference."

Cheri's journey reflects Vertaview Group's commitment to empowering staff and amplifying purpose through professional development and lived experience.

"Being able to attend an international conference where leading experts are gathered in one place is a once-in-a-lifetime experience," she said.

"I learnt about best practices for adult housing and independent living, as these are challenges, I'll be navigating with my son in the coming years."

Having a child with a disability inspired Cheri to make the transition from hospitality manager and hotel owner to support worker. Following the challenges of COVID she began work as a support coordinator and hasn't looked back.

"I draw on both my career background and my understanding of the NDIS system," Cheri explained.

"The system is complex and constantly evolving, but the real reward lies in finding solutions for my clients when they feel there's no way forward."

As the 2024 John Gallimore Scholarship recipient, Cheri is set to make an even greater impact by applying her new knowledge to the people and communities she serves.

## About the John Gallimore Amplifying Purpose Scholarship

The John Gallimore Amplifying Purpose Scholarship was introduced in 2024 and honours the remarkable contribution of long-term Director John Gallimore OAM. The \$5000 annual scholarship is open to employees who have a lived experience of disability or mental ill-health and is designed to contribute to personal development or educational costs to help achieve career goals, with the aim of making a lasting impact on the individual, their workplace, and the community.

# Our Legacy

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## Share Bayside

Share Bayside was founded in 1989 by families in the Redlands region of Southeast Queensland out of need for support to their children with disability. This small gathering of families were known as the Special Housing Association of Redlands (SHARE). Share Bayside provided assistance, accommodation and essential care to over 30 adult men and women with an intellectual, physical and psychiatric disability.

Share Bayside merged with the Multicap in 2015.



## Community Access Respite Services (C.A.R.S.)

Community Access Respite Services (C.A.R.S.) had a proud history of enhancing the lives of people with disability by providing flexible, responsive and individualised support services.

In 1994, a family on the north side of Brisbane was struggling to find an organisation that could provide much-needed support for their son living with disability. Not willing to sit idle, they rallied together with community members in their garage to discuss their unique challenges and devise a plan. With commitment and support from other families in the area, C.A.R.S. was born.

In October 2017, Multicap and C.A.R.S. came together. United by shared values and vision for the future, this partnership launched an exciting new chapter together. An environment for customers was created where interests are pursued, goals are achieved, and life is lived to the fullest.



## Breakaway

Breakaway was started in 1989 by a group of parents who were unable to find quality respite for their family members.

In 2021, Multicap joined forces with Breakaway, Moreton Bay's leading provider of Supported Independent Living, In-Home Support, Short Term Accommodation and Community Access. Multicap and Breakaway shared similar similarities — both have humble beginnings and a mission to support people with disability to live meaningful lives filled with opportunity.

The merger created a brighter future for people with disability living in Moreton Bay, as they received greater choice in services and accommodation options.



## Interchange Inner East

Interchange Inner East, Melbourne, has been supporting people with disability for more than 40 years.

From humble beginnings in 1979 when Maureen Crawford first began her efforts to fund respite for her daughter and other children with disability, to 2022, an organisation with a long history of providing recreation, community activities, respite and care for children and young people with disability and their families.

In 2022, Interchange Inner East began a new chapter when it merged with the Multicap to become the first Multicap Victorian services region.



## Fraser Coast Family Networks

Fraser Coast Family Networks (FCHN) was founded in 1991 by parents looking for a better life for their children.

Working locally to provide innovative disability support to families, FCFN built on its foundation services of centre-based respite, accommodation support, vacation care, in-home supports, day services and community access, to respond to demand for a wider range of supports with innovative ways to enrich the lives of their customers with new skills and experiences.

FCHN merged with the Multicap in February 2023.

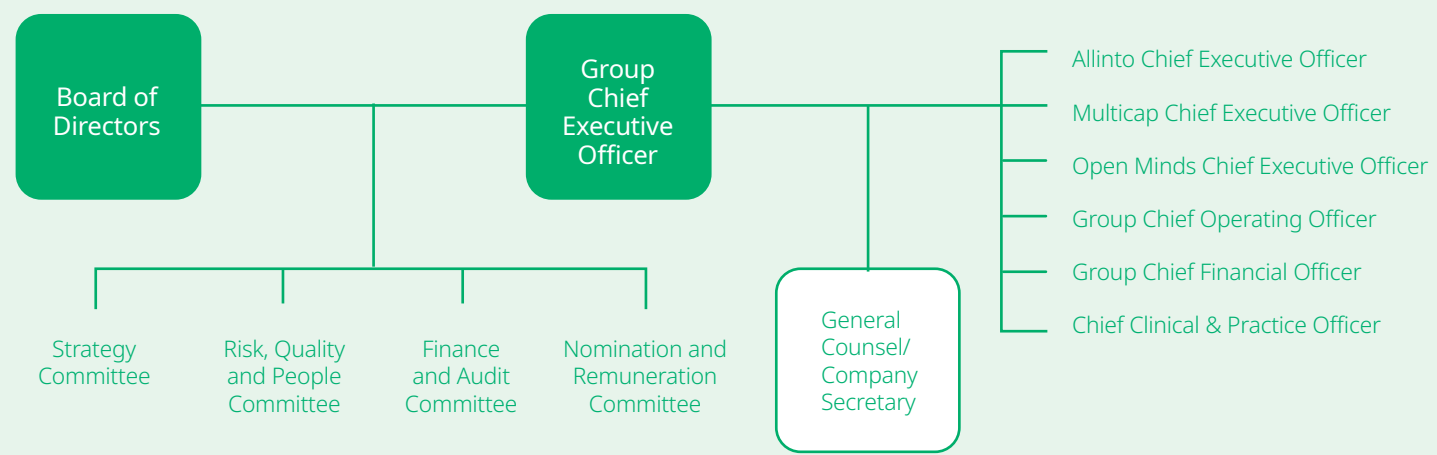


## Northcott Support Coordination

Northcott proactively decided to transition its Northcott Support Coordination services to Allinto's independent and registered support coordination agency from 13 February 2025.

Transition plans commenced late 2024, to ensure continuity of service to existing Northcott Support Coordinator clients.

# Executive Leadership Team



## Group Chief Executive Officer

Damian Bell, LLB

Damian Bell was appointed as Group CEO in February 2025. Damian has more than 20 years of global leadership experience spanning development and infrastructure, banking and finance, and legal services. He is a results-driven leader who is passionate about making a positive impact through strategic planning and fostering strong relationships to drive growth. Damian is also the Chair of a charitable organisation that focuses on family support, refugee and migrant services, Aboriginal and Torres Strait Islander peoples, and mental health initiatives.



## General Counsel and Company Secretary

Wendy Blucher, LLB, GAICD, AGIA

Wendy joined the Vertaview Group in June 2025, bringing more than 25 years' experience in commercial law and governance spanning both private practice and in-house legal roles, including senior leadership positions within the agriculture sector. Wendy holds a Bachelor of Laws and is admitted as a solicitor of the Supreme Courts of Queensland and Victoria, as well as the High Court of Australia. She is a graduate of the Australian Institute of Company Directors and an Associate of the Governance Institute of Australia.



## Group Chief Operating Officer

Trudy Adams, MBA, LLB

Trudy joined Vertaview Group in May 2025, bringing extensive leadership experience across the health and financial services sectors. Holding a Master of Business Administration and a Bachelor of Laws, Trudy is a strategic and values-driven leader who guides high-performing teams and delivers strong outcomes that balance service quality with commercial goals.



### **Allinto Acting Chief Executive Officer**

Amanda MacDougall, GAICD, Grad Dip BA

Amanda is a highly experienced senior executive and board director with more than 20 years of experience leading complex change, business transformation, and customer-focused innovation. Her background spans ASX-listed financial services, state government, and the not-for-profit sector, with a consistent focus on aligning purpose with performance. Amanda joined Allinto in June 2025.



### **Multicap Chief Executive Officer**

Simon Wright, BOccThy, MBA

Simon Wright has over 25 years of dedicated service within the disability sector and brings a wealth of experience and passion. Simon's journey in supporting people with disabilities began as an Occupational Therapist, where he honed his expertise in understanding and enhancing the lives of people with diverse needs. His career path led him through various leadership roles in prominent organisations within the disability service sector. Simon joined Multicap in June 2024.



### **Open Minds Chief Executive Officer**

Karen Hale-Robertson, GradCert HServMgt, MHServMgt, GAICD

Karen Hale-Robertson is a highly experienced health and community services executive, with more than 25 years' experience in business and program management, policy and advocacy, organisational performance and stakeholder engagement within government and not-for-profit organisations. Karen is committed to reducing health inequities, social injustices and other disadvantages affecting individuals and communities through vision, leadership and successful implementation of programs and services. Karen joined the Vertaview Group in 2022 as Allinto CEO and transitioned to Open Minds CEO in June 2025.



### **Group Chief Financial Officer**

Peter Wall, BCom, BEcon, CA, MBA

Peter Wall joined the Vertaview Group as Group Chief Financial Officer in December 2023, bringing extensive experience in financial leadership and operational excellence. As a meticulous, results-driven Senior Finance Professional with over 20 years of international experience, Peter excels in improving financial systems and significantly enhancing business performance and stability. Peter has previous service industry experience gained through working for a national childcare provider. Peter's business acumen and ability to build networks and relationships with diverse stakeholders contributes to better outcomes.



### **Chief Clinical and Practice Officer**

Simon Wardale, BAppSc (Intellectual Disability) (Honours)

Joining Multicap in 2018, Simon Wardale has 30 years' experience working with people with intellectual disability and complex support needs. He has worked in frontline support, service management, practice/policy advisor roles and has been published in academic journals on disability matters. Simon's passion is integrating contemporary practice into whole of organisation service models. In the past five years Simon has held the positions of Director of Practice Leadership at the Centre of Excellence for Behaviour Support, Director of Forensic Disability (independent statutory appointment), and national roles with other disability support providers.

# Our Governance

## Committed to enhancing the quality of services for the people we support.

Multicap Limited, Open Minds Australia Limited, Arbourwell Limited, All About Living and Allinto Australia Limited are companies limited by guarantee under the Corporations Act 2001 (C'th) and registered charities with the Australian Charities and Not-for-profits Commission. All entities are also public benevolent institutions and endorsed as deductible gift recipients with the Australian Taxation Office. In 2024 all entities came together as the Vertaview Group under the leadership of its parent entity, Multicap Limited.

Multicap Limited's Constitution allows for up to five member elected Directors, nominated by the members for a three-year term, and up to four Board appointed Directors. Each year at the Annual General Meeting in November, one third of the member elected Directors retire from office and are eligible for re-election. The Directors of Open Minds, Arbourwell, All About Living and Allinto are appointed in line with their constitutions by Multicap as the sole member.

The Multicap Board continually reviews the organisation's practices and procedures to ensure strong governance in alignment with the Australian Institute of Company Directors (AICD) Not-for-profit Governance Principles. Some governance areas of focus during FY25 included.

### 1. Purpose and Strategy

There is a clear purpose and strategy which aligns our activities to our purpose.

- The Board held an annual strategy summit and governance review. This work was supported throughout the year by the Strategy Committee.

### 2. Roles and Responsibilities

There is clarity about the roles, responsibilities and relationships of the Board and its subsidiaries.

- The Board reviewed the Board Charter and Delegation of Authority Procedures.
- The work of the Board is supported by committees that meet regularly (Finance and Audit, Strategy, and Risk and Quality). All committee Terms of Reference were reviewed to ensure adequate governance across the Group structure.

### 3. Board Composition

The structure and composition of the Board enables effective fulfillment of the role.

- Directors, Christopher Perkins and Elissa Morriss were re-elected at the Annual General Meeting held in November.
- The skills and experience of each Director are provided on page 56 and 57 of this Annual Report and available on the website.
- Gender diversity of the Board sits at three females and five males and there are several Directors with lived experience of disability or mental health.

### 4. Board Effectiveness

The Board is run effectively and our performance is periodically evaluated.

- Each board meeting is evaluated by a Director on a rotational basis. The performance of Committees are evaluated by the Board at the strategy summit.

## 5. Risk Management

The Board's decision-making is informed by an understanding of risk and how it is managed.

- The Risk, Quality and People Committee regularly reviewed the organisation's strategic and emerging risks, with enhanced risk reporting implemented to monitor and ensure safety and service quality across the Vertaview Group's expanded operations.

## 6. Performance

The Vertaview Group continues to use its resources appropriately and regularly evaluates performance.

- The Board continues to identify and refine appropriate measures to evaluate the Vertaview Group's performance, including setting and monitoring KPIs for Multicap, Open Minds, Arbourwell, All About Living, and Allinto.

## 7. Accountability and Transparency

The Board demonstrates accountability by providing information to stakeholders about the organisation and its performance.

- There are 12 policies available on the Multicap website, which are reviewed at least biennially.
- Full financial statements are available on the ACNC Charity Portal and included in the Vertaview Group's Annual Report which is also available on the website.
- An independent third party (KPMG Forensic) is engaged to provide an external pathway for any whistleblower complaints.

## 8. Stakeholder Engagement

There is meaningful engagement of stakeholders and their interests are understood and considered by the Board.

- The Vertaview Group continually strengthens safeguarding responses to increase protection of those at risk, including compliance with the practice guides and reporting requirements of the NDIS Quality and Safeguards Commission.

- Regular Multicap Circle of Support Forums and Vertaview Group Employee Roadshows provide an opportunity for Directors to hear directly from customers, their families, representatives, and staff.
- The Vertaview Group records and tracks all customer complaints, and the Board has access to regular reports regarding actions and service improvement outcomes.

## 9. Conduct and Compliance

The expectations of behaviour for people involved with the Vertaview Group entities are clear and understood.

- Expectations of behaviour are outlined in Policy 11 – Code of Conduct, and in the employee explanation booklet. Action is taken where behaviours do not meet expectations.
- The Board identifies, discloses and manages conflicts of interest on a regular basis prior to the start of each Board meeting.
- Procedures are in place regarding management of any potential misconduct, and relevant instances are reported to the Board.

## 10. Culture

The Board models and works to instill a culture that supports all entities' purpose, strategy and customer and client centricity.

- Staff engagement is measured on an annual basis and puts in place action plans to improve areas raised by staff.
- Each entity's purpose, values and strategic outcomes are displayed at all relevant service and office locations.
- The Skilled Committed Staff recognition, MultiMax staff benefits program and the annual Staff Excellence Awards reward and recognise staff, and Directors attend annual Employee Roadshow sessions to model the desired culture.

# Board of Directors

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## **CHAIR Angela Tillmanns**

MBA, GAICD, GANZSOG, Grad Dip Social Ecology

Angela joined the Multicap Board in May 2017. Angela has extensive experience in the disability sector and serving on not-for-profit Boards through a variety of roles. Prior to working in the community sector, Angela worked at the senior executive level in the Federal Government leading the design and implementation of human service systems. Angela is passionate about guiding organisations to deliver a fairer society where everyone can contribute at their full potential.



## **DEPUTY CHAIR David Withers**

BEng, MBA, FAICD, FRAES

David joined the Multicap Board in September 2017. David is the Chairman of Burrana, a world leading provider of aircraft cabin systems that he founded in 2009. He has a long career in the aviation sector and has held several non-executive positions with not-for-profit organisations in the mental health and disability sectors. David believes company culture is the key to success and is passionate about creating agile and responsive organisations through empowered and inspired people sharing a common purpose, vision and values.



## **Christopher Perkins**

BBus, MBA, FCPA, GAICD, FGIA

Chris has been a member of the Multicap Board since 2012. He has extensive experience in business holding senior executive positions in the utilities, health, agriculture, property and childcare sectors. Chris also operates his own Business Advisory company. His professional qualifications include Fellow of Certified Practising Accountants, a Graduate of the Governance Institute of Australia and a Graduate of the Australian Institute of Company Directors.



## **Gail Black**

BA, LLB (Hons), GAICD

Gail joined the Multicap Board in June 2023 and has extensive legal experience in the property and government sectors. She is also on the Board of Economic Development Queensland and is a member of the Advisory Board of the Queensland Futures Institute. Gail is a former partner at the law firm Gadens and brings over 25 years' experience in delivering exceptional results in the property sector. She is an advocate of diversity and fairness.



### Elissa Morriss

BA, MPsyCh (Clinical Psychology and Clinical Neuropsychology), Churchill Fellow (CF)

Elissa joined the Multicap Board in 2021. Elissa is a Clinical Neuropsychologist with more than 35 years' experience in community brain injury services, working with adults with disability and their family members, and with community and health services. She brings considerable expertise in working with adults who have had a brain injury and with complex needs, coordination of community supports and management of challenging behaviours. She also has experience in the tertiary education and the human rights sectors. She is a strong advocate for the consumer voice, recognition of lived experience and for diversity, equity and inclusion.

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### Edward Phelan

Dip Bus, MAICD

Ed joined the Multicap Board in February 2023 and is also a Director of the CV Services Group and National Executive Officer & QLD Councillor for the Australian Industry Group. Ed has over 30 years' experience delivering exceptional results across diverse industries, including manufacturing, construction, asset management, and not-for-profits. Ed has a passion for corporate social responsibility and training young people from diverse backgrounds and ensuring they are workforce ready through education

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### Kalan Douglas

BEcon, BBusMgmt, GAICD

Kalan joined the Multicap Board in September 2024. Kalan is a Partner at strategy and innovation firm Business Models Inc and has extensive experience working with boards and executive teams to help design and shape the future direction of organisations. With a background in enterprise strategy, corporate finance and financial analysis across a range of different industries, Kalan believes the Multicap Group can sustainably grow and improve the positive impact has on the lives of people it touches.

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### Michael Dobbie-Bridges

PLY, Cert IV Sport & Rec, Dip Sport Development, MAICD

Michael joined the Multicap Board in February 2025. Michael is a Director at Create Advisory, an expert advisory consultancy of bespoke infrastructure, major projects and precincts. He is also a Director of Stadiums Queensland. Michael is a highly accomplished strategic advisor with expertise in policy development, disability advocacy, and stakeholder engagement. With a career spanning government, private enterprise, and the non-profit sector, he has consistently championed inclusive policies that enhance accessibility, equity, and opportunity for people with disabilities. Michael brings a wealth of experience and a collaborative spirit to every initiative and his strategic vision and advocacy continue to shape a more inclusive future for all.

# Policies

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**Multicap Limited and its subsidiaries are committed to delivering on the purpose of each of our entities. To ensure the consistent delivery of excellent support services, our policies set the standard for all areas of our operations across all entities.**

## **Policy 1 | Governance**

The Board will ensure that the organisation has a place in contemporary and appropriate governance framework. Ensuring that Multicap Limited and its subsidiaries are well governed is essential to ensure that the purpose of each of our entities is delivered today and into the future.

## **Policy 2 | Customer Service**

We are focused on enhancing the lives of our customers through our support. We will continually look for ways to improve quality and add value to the services and support people choose to access from us. Great customer service is a priority so that our customers, and the people they choose to represent them, are satisfied with our support.

## **Policy 3 | Stakeholder Engagement**

Our stakeholders are groups or individuals who can influence or are impacted by our activities (either directly or indirectly) and include customers, communities, government, government agencies and our workers. We will engage respectfully, openly, and authentically with our stakeholders. This is to ensure shared understanding, to identify and address issues, and discover new opportunities to learn and collaborate. Our approach will allow us to continually improve the services we provide.

## **Policy 4 | Treasury and Financial Sustainability**

We are committed to effectively managing our financial risk so that we are sustainable over the long term. We understand that careful financial management is essential to ensure the organisation can deliver quality services now and into the future. This Policy provides guidance to the Board, all subsidiary boards, management and all workers regarding financial decision making including the financing of operations, budgeting, cashflow and long-term financial planning.

## **Policy 5 | People and Culture**

We are committed to valuing and respecting our workers and will create and maintain a positive culture which promotes integrity, fairness, inclusion, accountability, and consistent decision making across all Vertaview Group workplaces. This will enable us to deliver high quality customer service. We will create and maintain a workplace culture that values and enables all workers, students, contractors and volunteers to have a positive experience while engaged with any of our entities.

## **Policy 6 | Health and Safety**

We are committed to providing and maintaining a safe and healthy workplace for all customers, workers (including contractors and volunteers), visitors and others who may be affected by our work. All entities in the Vertaview Group are committed to maintaining safe workplaces. All workers are responsible for ensuring their own health and safety, as well as the health and safety of our customers and others in our workplaces.

## **Policy 7 | Information Management**

We are committed to protecting the information rights of the public, our customers, our workers, and the organisation, and complying with legislation relating to the creation, capture, storage, disposal, and use of information. We understand the importance of information being collected, stored, and used appropriately. This Policy provides guidance to the Board, all subsidiary Boards, management, and all workers regarding our expectations around the management of information including data, images and stories, as well as customer and business information.

## **Policy 8 | Prevention and Responding to Violence, Abuse, Neglect, Exploitation and Discrimination**

We have a zero-tolerance approach to violence, any form of abuse including sexual abuse, neglect, exploitation, or discrimination. We are committed to prevention, early intervention, and prompt responses. We work tirelessly to uphold the human rights, safety, and wellbeing of our customers. This Policy provides guidance to the Board, all subsidiary Boards, management, volunteers, and all workers regarding our zero-tolerance approach to violence, all forms of abuse, neglect, exploitation, and discrimination.

## **Policy 9 | Risk Management**

We are committed to continually improve our risk management systems and processes and maximise safety outcomes. Each entity in the Vertaview Group considers that effective risk management is a critical component of sound governance, and it is integral to strategic and operational decision making. All workers, officers, volunteers, and contractors have a responsibility to actively participate in the Risk Management Policy, Risk Management Procedure and all policy and procedural documents within the Risk Management Framework.

## **Policy 10 | Asset Management**

We are committed to ensuring safe and accessible assets that contribute to the quality of life of our customers and workers. We are also committed to managing our assets sustainability over the long term. People should experience high quality services, support, and workplaces. This Policy outlines the key requirements the Vertaview Group applies to its assets to deliver on our purposes and achieve our organisational goals.

## **Policy 11 | Code of Conduct**

Our Code of Conduct provides a framework that helps display the conduct that reflects our commitment to the people we support, our communities and each other. This framework includes the importance of people's rights, honesty, accountability, respect for others and upholding the law. This Policy provides guidance to the Board, all subsidiary Boards, leaders, volunteers, contractors, and all workers so that all people experience professional and consistent conduct when accessing services from us.

## **Policy 12 | Diversity and Inclusion**

We are committed to diverse ways of thinking and working, and to continual improvement of customer service and support from access to a broader range of ideas and insights drawn from a diverse range of backgrounds and perspectives. We are committed to creating an environment that reflects the diversity of all people we support and all our workers. We enable people with all abilities to thrive and achieve their goals and foster fairness and inclusiveness.



# Committee Reports

## Risk, Quality and People Committee

The Risk, Quality and People Committee assists Multicap's Board of Directors in fulfilling its overseeing responsibilities for internal control systems, clinical governance framework, quality management of services, risk management (excluding financial risk), governance and compliance with laws, regulations and codes of conduct, to ensure customers are receiving the best services possible.

The Committee is currently comprised of three Board Directors and the Group Chief Executive Officer who meet quarterly to complement the Board's scheduled meetings throughout the year. The committee extends its sincere thanks to long-term Director John Gallimore OAM, who has retired, and welcomes Gail Black and Michael Dobbie-Briggs.

Executive management representatives attend meetings depending on the topics under review, to ensure the Committee has access to detailed information. Committee members also access opportunities across multiple sites throughout the year to meet with staff, customers and families to ensure the perspectives of customers and service staff inform our decision-making and strategic planning.

There have been several areas of focus for the Committee during FY24/25. Oversight of evidence-based practice and systematic management of clinical risk and service improvement is a principal function of the Committee, and it receives regular feedback and detailed reporting from the staff, including from the Complex Health, Mental Health, Complex Behaviour and Enhancing Support Forums as staff seek to drive quality improvements and excellence in service delivery. The Committee also receives detailed information regarding complex health matters (for example, diabetes, mealtime support, epilepsy, management of medication). The focus of these forums, and with all the Committee's workplan, is how we can achieve positive outcomes for both our customers and staff.

We continue to find innovative ways to include the Voice of the Customer to inform our service provision. The Vertaview Group is committed to engagement with and inclusion of customers, for example through client surveys, the Circle of Support Forum and customer reference groups, and through self-advocacy (HAVEN).

Vertaview Group is continuing to implement our REFLECT Reconciliation Action Plan across the organisation, confirming our commitment to meaningful engagement with Aboriginal and Torres Strait Islander stakeholders, and exploring our vision for reconciliation.

**Elissa Morriss MPsych (Clinical Psychology,  
Clinical Neuropsychology), Churchill Fellow (CF)**  
*Chair*

# Committee Reports

## Strategy Committee

The Strategy Committee considers, oversees, and makes recommendations to the Board in relation to Group and subsidiary strategic direction, investment opportunities, and business improvement opportunities including enabling technologies and digitisation. Our focus is on the consistency of, and enhancement to, our customers experience through excellence of product and service offerings to ensure they meet market demand, provide sustainable options, and expand the reach and scale of the organisation to all those whose life can be improved by accessing our services and product.

The Committee met five times during the year and were involved in reviewing and responding where appropriate to:

- changes in government policy especially the recent NDIS Review, changes in state and federal legislation and the implications of the Disability Royal Commission;
- the need for housing for people living with a disability and the Group's opportunity to respond, in particular the development of Group subsidiary Arbourwell Limited as a specialist in housing for those with specialised needs;
- the need for easier access to supports and services, in particularly the development of Allinto Australia Limited as a specialist in support coordination;
- the structure of the Group to maximise its impact through improvements in efficiency;
- growth opportunities, including reviewing prior mergers for opportunities for improvement;
- digitisation trends and opportunities to improve the Group's systems; and
- ensuring the committee's workplan continues to focus on the issues and opportunities with the biggest impact for the Group

The Committee continues to guide the Multicap Groups Strategy, subsidiary strategies, property and housing strategy, technology strategy and oversees the delivery of the overall plan in support of the board.

The Committee received Management support during the year from the Group Chief Executive Officer, the Group Chief Operating Officer, the Chief Financial Officer and the subsidiary Chief Executive Officers.

Thank you to all Committee members for your valuable contributions to the important ongoing work of the Strategy Committee.

**David Withers BEng MBA FAICD FRAES**  
*Chair*

# Committee Reports

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## Finance and Audit Committee

The Finance and Audit Committee assists the Board of Directors in the discharge of their duties regarding the stewardship and management of Multicap's financial affairs and the external audit process.

The Committee is comprised of Board Directors. The Group Chief Executive Officer, Chief Financial Officer and other members of management are invited to the Committee meetings at the discretion of the Committee. The Committee manages its responsibilities with an annual work plan. During the year, the Terms of Reference of the Committee and the work plan were reviewed and updated.

The financial responsibilities of the Committee include providing financial direction and advice to the Board, providing advice and assistance to the Group Chief Executive Officer and other executives in matters of financial management, establishing financial strategy and objectives, establishing finance related policies, assessing the annual budget, reviewing the annual financial statements and monitoring the financial performance of the organisation against the approved strategic and business plans.

The Committee works with Multicap's independent external auditors to ensure that the nature and extent of their audit procedures provide sufficient and appropriate assurances regarding Multicap's financial activities and position. Bentleys were appointed as the organisation's auditor in 2019 and have now completed their sixth audit of Multicap's annual financial statements.

Throughout the year, the Committee maintained a strong focus on overseeing the financial performance of the individual organisations within the group. This included monitoring the successful integration of operations resulting from mergers and acquisitions. The Committee also ensured that each organisation remained financially sustainable in the long term and generated adequate cash flow to support ongoing operations and future growth.

The operating performance and earnings outlook remain aligned with the company's strategic goals and performance expectations.

Monitoring of the organisation's performance against financial strategic targets will continue as the organisation executes the Strategic Plan.

**Chris Perkins BBus MBA FCPA, GAICD**  
*Chair*

# Financial Performance

## Directors' Report

The Directors present their report on the consolidated Multicap Group (Group), as listed per the Australian Charities and Not-for-profit Commission, and Multicap Limited (Company) for the financial year ended 30 June 2025.

The Board Committees include:

- Risk and Quality Committee
- Finance and Audit Committee
- Strategy Committee Nomination and Remuneration Committee

Name	Qualifications and Responsibilities	Service (in years)
For FY 2025		
John Gallimore	BA, LLB (Hons), FANZCN, MAICD Deputy Chair Member of The Risk, Quality and People Committee Resigned March 2025	28
Christopher Perkins	BBus, MBA, FCPA, GAICD, Chair of the Finance and Audit Committee	13
Angela Tillmanns	MBA, GAICD, GANZSOG, Grad Dip Social Ecology Chair of the Board	9
Heather Gardner	MBA, GAICD, IIDM Member of the Strategy Committee Resigned January 2025	8
David Withers	BEng, MBA, FAICD, FRAES Deputy Chair of the Board (appointed March 2025) Chair of the Strategy Committee	8
Elissa Morriss	BA, MPsy (Clinical Psychology and Clinical Neuropsychology), Churchill Fellow (CF) Chair of The Risk, Quality and People Committee	4
Edward Phelan	MAICD Member of the Strategy Committee Member of the Finance and Audit Committee	3
Gail Black	BA, LLB (Hons,) GAICD Member of The Risk, Quality and People Committee	2
Kalan Douglas	BEcon, BBusMgmt, GAICD Member of the Finance and Audit Committee Member of The Risk, Quality and People Committee Appointed September 2024	1
Michael Dobbie-Bridges	PLY, Cert IV, Dip Sport Development, MAICD Member of The Risk, Quality and People Committee Member of the Strategy Committee Appointed February 2025	1

## Directors' Meetings

The number of Directors' meetings (including committee meetings) and the number of meetings attended by each of the Directors of Multicap Limited during the financial year are:

**A** — Number of meetings held during the time the Director held office during the year.

**B** — Number of meetings attended.

When required the Board will create committees to assist and support the work of the Board.

Name	Board Meetings		Risk, Quality and People Committee		Finance & Audit Committee		Strategy Committee	
	A	B	A	B	A	B	A	B
John Gallimore	5	4	3	3				
Christopher Perkins	8	8			7	7		
Angela Tillmanns	8	8	4	4	7	5	4	4
Heather Gardner	4	2					2	1
David Withers	8	8					4	4
Elissa Morriss	8	7	4	4				
Edward Phelan	8	7			7	5	4	3
Gail Black	8	8	4	4				
Kalan Douglas	6	6			7	6	3	3
Michael Dobbie-Bridges	3	2	1	0			1	1

## Principal Activity & Objectives

As reflected in the Multicap Limited Constitution, Multicap's sole purpose is to enhance the quality of life of people with disabilities and their families. The Group's principal activities during the year were to provide support services through the following:

- Community and centre-based supports
- Group-based and individualised supports
- Shared and in home accommodation supports
- Short and medium-term accommodation
- Social and school holiday programs
- Business enterprises
- Supported and assisted employment
- Headspace
- Medicare mental health centres
- Transition from correctional services programs
- Homelessness, housing and community assistance programs
- Support coordination and navigation supports
- Aged care supports

The Multicap Group entities have joined together to leverage their skills, expertise and resources to amplify their purpose. The Multicap Group amplifies the four strategic outcomes that are consistent across all entities:

- Delighted customers
- Practice excellence
- Skilled engaged workforce
- Sustainable growth

Strategic areas of focus and relevant targets are reported in more detail throughout the Annual Report.

## Key Performance Measures

Multicap Group measures its own performance using both quantitative and qualitative benchmarks. These benchmarks are used by the Directors to ensure the Group delivers on its vision and to assess the financial sustainability of the Group. Key performance measures are reported throughout the Annual Report.

## Results

The Multicap Group recorded a net surplus of \$0.8M for the financial year compared to a net deficit of (\$1.6M) in the previous year.

The Group's revenue for the current financial year grew by \$20.4M from \$186.6M to \$207.0M. Employee costs increased by \$14.4M from \$154.4M to \$168.9M which is in line with the expansion of services, wage rate increases and increased employee numbers.

Expenses have increased with continued investment in both service delivery and the facilities used in the delivery of services. The Group has increased expenditure to maintain its existing assets and invest in new assets for the benefit of the customers, clients and staff of the organisation. The Group continued to incur project costs relating to the implementation of improved IT systems and business processes which allows for the improved efficiency required for ongoing sustainability under the National Disability Insurance Scheme and other funding bodies.

## Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2025 has been received and is included in the financial report.

Signed on behalf of the Board in accordance with the resolution of Directors.



Gail Black, Director

Brisbane, 19 September 2025



Chris Perkins, Director

Brisbane, 19 September 2025

## Directors Declaration - per section 60.15 of the Australian Charities and Not-for-profits Commission Regulation 2022

The Directors of the Company declare that in the Directors' opinion:

- a. there are reasonable grounds to believe that the Group is able to pay all of its debts, as and when they become due and payable;
- b. the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*; and
- c. give a true and fair view of the Group and Company's financial position as at 30 June 2025 and of their performance for the financial year ended on that date.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulation 2022*.



Gail Black, Director  
Brisbane, 19 September 2025




Chris Perkins, Director  
Brisbane, 19 September 2025


## Auditor's Independence Declaration under S 60.40 of the Australian Charities and Not-for-profits Commission Act 2012 to the Directors of Multicap Limited

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2025 there has been:

- (i) no contraventions of the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.



Bentleys Brisbane (Audit) Pty Ltd  
Chartered Accountants



Ashley Carle, Director  
Brisbane, 19 September 2025



# Independent Auditor's Report

## to the Members of Multicap Limited

### Report on the Audit of the Financial Report

#### Opinion

We have audited the consolidated financial report of Multicap Limited (the parent) and its controlled entities (the "Group"), which comprises the consolidated statement of financial position as at 30 June 2025 and the consolidated statement of profit or loss and other comprehensive income, consolidated statement of changes in equity and consolidated statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the director's declaration.

In our opinion the consolidated financial report of the Group is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Group's financial position as at 30 June 2025 and of its performance for the year then ended; and
- (ii) complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

#### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Group in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012*, and the ethical requirements of the Australian Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration which has been given to the directors of the Company, would be in the same terms if given to the directors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Other Information

The directors are responsible for the other information. The other information comprises the information included in the Group's annual report for the year ended 30 June 2025, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

#### Responsibilities of the Directors for the Financial Report

The directors of the Group are responsible for the preparation of the financial report that gives a true and fair view in accordance with *Australian Accounting Standards and the Australian Charities and Not-for-profits Commission Act 2012*, and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the ability of the Group to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Group or to cease operations, or has no realistic alternative but to do so.

## Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Group's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if

such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Group to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the financial report. We are responsible for the direction, supervision and performance of the Group audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Bentleys Brisbane (Audit) Pty Ltd  
Chartered Accountants

Ashley Carle, Director  
Brisbane, 22 September 2025



# Consolidated statement of profit or loss and other comprehensive income

For the year ended 30 June 2025

	Notes	2025	2024
		Group \$000's	Group \$000's
<b>Revenue</b>			
Grant revenue		38,646	27,824
NDIS revenue		159,438	150,562
Customer service revenue		4,835	4,243
Sale of goods		1,988	1,699
Interest revenue		900	531
Other revenue		1,193	1,754
<b>Total revenue</b>	2	<u>207,000</u>	<u>186,613</u>
<b>Expenditure</b>			
Employee benefits expense		168,869	154,446
Property and utility expenses		5,323	4,908
Consumables and provisions		2,275	2,369
Contractors remuneration		2,841	2,263
Insurance and workers compensation		5,662	5,123
Information technology costs		4,916	4,630
Professional fees and consultancy costs		2,453	2,713
Transport expenses		2,259	2,252
Other expenses		3,296	3,035
Interest expense		429	299
Bad and doubtful debts		37	60
Depreciation, amortisation and impairment expense	3	<u>7,839</u>	<u>6,117</u>
<b>Total expenditure</b>		<u>206,199</u>	<u>188,215</u>
<b>Surplus / (deficit) for the year</b>		<u>801</u>	<u>(1,602)</u>
<b>Total comprehensive income / (loss)</b>		<u><u>801</u></u>	<u><u>(1,602)</u></u>

# Consolidated statement of financial position

As at 30 June 2025

	Notes	2025	2024
		Group \$000's	Group \$000's
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	4	22,776	18,135
Trade and other receivables	5	11,799	10,717
Inventories		143	133
Prepayments		1,637	1,253
<b>Total current assets</b>		<b>36,355</b>	<b>30,238</b>
<b>Non-current assets</b>			
Property, Plant and Equipment	6	48,446	51,179
Investments at fair value through P&L		4,447	3,790
Intangible assets	7	1,270	1,610
<b>Total non-current assets</b>		<b>54,163</b>	<b>56,579</b>
<b>Total assets</b>		<b>90,518</b>	<b>86,817</b>
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Trade and other payables	8	8,918	8,551
Grants received in advance	9	14,219	12,278
Employee provisions	10	13,548	11,719
Lease liabilities	11	2,552	2,739
<b>Total current liabilities</b>		<b>39,237</b>	<b>35,287</b>
<b>Non-current liabilities</b>			
Employee provisions	10	843	732
Lease liabilities	11	1,643	2,804
<b>Total non-current liabilities</b>		<b>2,486</b>	<b>3,536</b>
<b>Total liabilities</b>		<b>41,723</b>	<b>38,823</b>
<b>Net assets</b>		<b>48,795</b>	<b>47,994</b>
<b>EQUITY</b>			
Retained surplus		48,795	47,994
<b>Total equity</b>		<b>48,795</b>	<b>47,994</b>

## Consolidated statement of changes in equity

For the year ended 30 June 2025

	2025	2024
	Retained Surplus \$000's	Total \$000's
<b>Balance at 1 July 2023</b>	<b>49,596</b>	<b>49,596</b>
<b>Comprehensive income</b> Surplus for the year	(1,602)	(1,602)
<b>Balance at 30 June 2024</b>	<b>47,994</b>	<b>47,994</b>
<b>Comprehensive income</b> Surplus for the year	801	801
<b>Balance at 30 June 2025</b>	<b>48,795</b>	<b>48,795</b>

## Operating Revenue

Increased to \$206,755,950 in 2025  
from \$184,744,000 in 2024



## Consolidated statement of cash flows

For the year ended 30 June 2025

	Notes	2025	2024
		Group \$000's	Group \$000's
<b>Cash flows from operating activities</b>			
Receipts from government operating grants		42,935	34,383
Receipts from customers and members		7,230	6,717
Receipts from fundraising & bequest activities		152	237
Receipts from NDIS		158,319	152,117
Payments to suppliers and employees		(199,888)	(185,108)
Interest received		900	531
Interest paid		(429)	(299)
<b>Net cash provided by operating activities</b>		<u>9,219</u>	<u>8,578</u>
<b>Cash flows from investing activities</b>			
Proceeds from sale of property, plant and equipment		174	800
Receipts from government capital grants		1,555	1,023
Payment for property, plant and equipment		(3,241)	(7,698)
Payment for intangible assets		-	46
Net proceeds from/(payment for) investments		(77)	2,539
<b>Net cash used in investing activities</b>		<u>(1,589)</u>	<u>(3,290)</u>
<b>Cash flows from financing activities</b>			
Proceeds from borrowings		5,910	-
Repayment of borrowings		(5,910)	-
Repayment of lease liabilities		(2,989)	(3,071)
<b>Net cash used in financing activities</b>		<u>(2,989)</u>	<u>(3,071)</u>
<b>Net (decrease)/increase in cash and cash equivalents</b>		<u>4,641</u>	<u>2,217</u>
<b>Cash and cash equivalents at beginning of year</b>		<u>18,135</u>	<u>15,918</u>
<b>Cash and cash equivalents at end of year</b>	4	<u><b>22,776</b></u>	<u><b>18,135</b></u>

# Notes to the financial statements

For the year ended 30 June 2025

## Note 1: Statement of significant accounting policies

### Corporate information

Multicap Limited ("the Company") is a not-for-profit Company, incorporated as a public company limited by guarantee and is domiciled in Australia. These consolidated financial statements comprise the Company as a separate entity (referred to as the "Parent Entity") and its subsidiaries (together referred to as the "Group"). The Group provides sustainable support options for people with multiple disabilities, mental health issues and challenging and complex behaviours and their families and carers in Queensland, New South Wales and Victoria. The registered office is located at 269 Padstow Road, Eight Mile Plains, QLD 4113.

### Basis of preparation

Multicap Limited applies the Australian Accounting Standards - Simplified Disclosures as set out in AASB 1053: Application of Tiers of Australian Accounting Standards and AASB1060 General Purpose Financial Statements - Simplified Disclosures for profit and Not-for-profit Tier 2 Entities.

The financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards - Simplified Disclosure Standards of the Australian Accounting Standards Board (AASB) and to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Australian Accounting Standards set out accounting policies that the Australian Accounting Standards Board has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions to which they apply. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless otherwise stated.

The amounts in the Group financial statements and the directors' report have been rounded off to the nearest thousand dollars, unless otherwise stated.

The financial report was approved by the Directors on 19 September 2025.

The financial report, except for the cash flow information, has been prepared on an accruals basis, is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non current assets. The Group is made up of not-for-profit entities, therefore the terms "profit" or "loss" do not appropriately describe the nature of the Group's activities. Accordingly the words "Surplus/(Deficit)" have been substituted for the terms "Profit/(Loss)".

When required by Accounting Standards or for clarity, comparative information has been reclassified to achieve consistency with the current financial figures and other disclosures.

### Significant accounting policies

The following is a summary of the material accounting policies adopted by the Group in the preparation of the financial statements. The accounting policies have been consistently applied, unless otherwise stated.

#### a. Principles of Consolidation

The assets, liabilities and results of all subsidiaries are fully consolidated into the financial statements of the Group. Intercompany transactions, balances and unrealised gains or losses on transactions between Group entities are fully eliminated on consolidation. Accounting policies of subsidiaries have been changed and adjustments made where necessary to ensure uniformity of the accounting policies adopted by the Group.

#### Business combinations

A business combination is accounted for by applying the acquisition method, unless it is a combination involving entities or businesses under common control. The business combination will be accounted for from the date that control is obtained.

#### b. Revenue

##### *National Disability Insurance Scheme (NDIS)*

Revenue from the provision of services to clients under the NDIS is recognised upon the delivery of agreed services to the customer.

##### *Operating grants, donations and bequests*

When the Group receives operating grant revenue, donations or bequests, it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance with AASB 15.

When both these conditions are satisfied, the Group:

- identifies each performance obligation relating to the grant
- recognises a contract liability for its obligations under the agreement
- recognises revenue as it satisfies its performance obligations.

Where the contract is not enforceable or does not have sufficiently specific performance obligations, the Group:

- recognises the asset received in accordance with the recognition requirements of other applicable accounting standards (e.g. AASB 9, AASB 16, AASB 116 and AASB 138);
- recognises related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer) and
- recognises income immediately in profit or loss as the difference between the initial carrying amount of the asset and the related amount.

If a contract liability is recognised as a related amount above, the Group recognises income in profit or loss when or as it satisfies its obligations under the contract.

#### *Contributed Assets*

The Group receives assets from the government and other parties for nil or nominal consideration in order to further its objectives. These assets are recognised in accordance with the recognition requirements of other applicable accounting standards (for example AASB 9, AASB 16, AASB 116 and AASB 138).

On initial recognition of an asset, the Group recognises related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer). The Group recognises income immediately in profit or loss as the difference between the initial carrying amount of the asset and the related amount.

#### *Interest revenue*

Interest revenue is recognised as it accrues using the effective interest rate method.

#### **c. Income tax**

A provision for income tax has not been raised as the Group is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

#### **d. Property, plant and equipment**

Each class of property, plant and equipment is measured on the cost basis.

#### **Depreciation:**

The depreciable amount of all fixed assets, excluding freehold land and uncommissioned assets, is depreciated on a straight-line basis over the assets' estimated useful economic life to the Group commencing from the time the asset is first held ready for use. The depreciation rates that have been applied are as follows:

Buildings - 10 to 50 years  
Leasehold improvements - 3 to 40 years  
Plant and equipment - 3 to 10 years  
Motor vehicles - 5 to 9 years

#### **e. Intangible assets**

Intangible assets acquired separately are initially measured at cost. Following initial recognition, intangible assets are carried at cost less accumulated amortisation and any accumulated impairment losses.

Intangible assets are amortised over their useful lives as follows:

Computer software - 3 to 10 years  
Trademarks and licences - 10 years

#### **f. Leases**

At inception of a contract, the Group assesses if the contract contains or is a lease. If there is a lease present, a right-of-use asset and a corresponding lease liability is recognised by the Group where the Group is a lessee. However all contracts that are classified as short-term leases (lease with remaining lease term of 12 months or less) and leases of low value assets are recognised as an operating expense on a straight-line basis over the term of the lease.

Initially the lease liability is measured at the present value of the lease payments still to be paid at commencement date. The lease payments are discounted at the interest rate implicit in the lease. If this rate cannot be readily determined, the Group uses the incremental borrowing rate.

For leases that have significantly below-market terms and conditions principally to enable the Group to further its objectives (commonly known as peppercorn/concessionary leases), the Group has adopted the temporary relief under AASB 2018-8 and measures the right of use assets at cost on initial recognition.

#### g. Financial instruments - non-derivative financial instruments

##### *Financial assets*

Financial assets consisting of loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

Other financial assets which do not meet the above criteria, and are quoted in an active market, are subsequently measured at fair value through profit or loss. Gains or losses arising from changes in fair value are recognised in profit or loss as they occur.

##### *Financial liabilities*

Non-derivative financial liabilities other than financial guarantees are subsequently measured at amortised cost using the effective interest method. Gains or losses are recognised in profit or loss through the amortisation process and when the financial liability is derecognised.

#### h. Revenue received in advance

A part of the Group's funding is from state and federal government grants with a contracted obligation to provide future services to customers. Where these grants relate to the provision of services (or the purchase of assets) in the following financial year or are to be returned to the Government, they are reported as a contracted liability in the statement of financial position. These contract liabilities are referred to as grants received in advance.

### Key judgments and assumptions

The Board evaluates estimates and judgements incorporated into the financial statements based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends, economic data obtained both externally and within the Group.

##### **Allowance for impairment of receivables**

As disclosed in note 5 and note 12 to the financial statements, trade and other receivables include amounts totalling \$8,651,000 for unpaid NDIS revenue, customer fees and other fees. An allowance for impairment of \$193,000 has been made against these amounts which management believes is reasonable.

##### **Revenue received in advance**

Management believes that revenue held in advance as disclosed in Note 9 has been correctly calculated and relates to services or asset purchases within the next 12 months. Other contract liabilities are recognised in line with service delivery under the contract.

##### **Performance obligations under AASB 15**

To identify a performance obligation under AASB 15, the promise must be sufficiently specific to be able to determine when the obligation is satisfied. Management exercises judgement to determine whether the promise is sufficiently specific by taking into account any conditions specified in the arrangement, explicit or implicit, regarding the promised goods or services. In making this assessment, management includes the nature/type, cost/value, quantity and the period of transfer related to the goods or services promised.

##### **Lease term and Option to Extend under AASB 16**

The lease term is defined as the non-cancellable period of a lease together with both periods covered by an option to extend the lease if the lessee is reasonably certain to exercise that option; and also periods covered by an option to terminate the lease if the lessee is reasonably certain not to exercise that option. The options that are reasonably going to be exercised is a key management judgement that the Group will make. The Group determines the likelihood to exercise the options on a lease-by-lease basis looking at various factors such as which assets are strategic and which are key to future strategy of the Group.

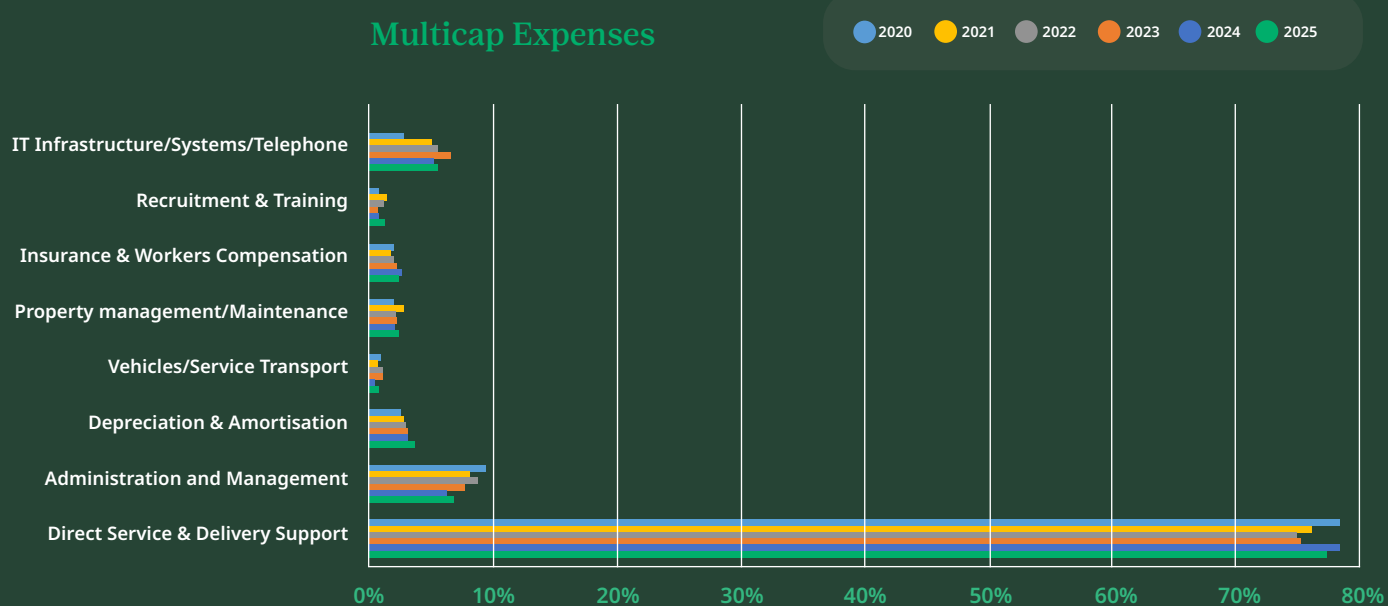
##### **Net current asset position**

The Group had a net current asset deficiency of \$2,882,000 in FY25 (2024: \$5,049,000). In FY25 the Group had current grants in advance of \$14,219,000 (2024: \$12,278,000). Management is aware that \$5,191,000 of the current grants in advance is to be refunded to grantors and the Group expects to realise the balance of this grant income in line with the applicable accounting policy as the performance obligations are met. Current liabilities includes employee provisions of \$13,548,000 (2023: \$11,719,000) that, based upon past experience, the Group does not expect to be fully settled within the next 12 months (refer Note 10). The directors have determined it is appropriate to prepare the financial report on a going concern basis.

## Note 2: Revenue

	2025	2024
	\$'000's	\$'000's
<b>Revenue from government grants and other grants</b>		
- Federal & State Government Funding	32,893	23,955
- Other grant revenue	5,509	2,829
- Government grants – capital	244	1,040
<b>Total grant revenue</b>	<b>38,646</b>	<b>27,824</b>
- NDIS revenue	159,438	150,562
- Customer fees and brokerage	4,835	4,243
- Sale of goods	1,988	1,699
- Interest and dividends	900	531
<b>Other revenue</b>		
- Fundraising revenue	95	63
- Gain on sale of asset	54	343
- Fair value gain on FVTPL assets	580	399
- Bequests	57	87
- Other revenue	407	862
<b>Total other revenue</b>	<b>1,193</b>	<b>1,754</b>
<b>Total revenue</b>	<b>207,000</b>	<b>186,613</b>

## Multicap Expenses



### Note 3: Depreciation, amortisation and impairment expense

	2025	2024
	\$000's	\$000's
Depreciation of property, plant and equipment	7,499	5,911
Amortisation of intangible assets	340	206
<b>Depreciation, amortisation and impairment expense</b>	<b>7,839</b>	<b>6,117</b>

### Note 4: Cash and cash equivalents

	2025	2024
	\$000's	\$000's
Cash on hand	1	1
Cash at bank	5,317	5,754
Cash on short term deposit	17,370	12,237
Cash on long term deposit	88	143
<b>Cash and cash equivalents</b>	<b>22,776</b>	<b>18,135</b>

As at 30 June 2025 \$17,370,000 was held on short term deposits and another \$88,000 was held in longer term investments. Cash at Bank earns interest at on-call rates. The interest rates earned on term deposits was between 0.25% to 5.21% (2024: 0.25% to 5.36%).

### Note 5: Trade and other receivables

	2025	2024
	\$000's	\$000's
<b>Current</b>		
Customer fees, NDIS and other trade receivables	8,651	6,066
less: Allowance for impairment of receivables	(193)	(227)
	<u>8,458</u>	<u>5,839</u>
Accrued revenue	2,682	4,309
Other receivables	659	569
<b>Trade and other receivables</b>	<b>11,799</b>	<b>10,717</b>

The exposure to credit and currency risks and impairment losses related to trade and other receivables are disclosed in Note 12 - Financial risk management.

## Note 6: Property, plant & equipment

	2025	2024
	\$'000's	\$'000's
<b>Land and buildings</b>		
Freehold land - at cost	15,035	14,428
Buildings - at cost	32,588	32,193
Buildings - work in progress	2,132	1,073
less: Accumulated depreciation	(9,539)	(8,690)
<b>Total land and buildings</b>	<b>40,216</b>	<b>39,004</b>
<b>Leasehold improvements</b>		
Leasehold improvements at cost	4,613	4,594
less: Accumulated depreciation	(4,061)	(1,763)
<b>Total Leasehold improvements</b>	<b>552</b>	<b>2,831</b>
<b>Plant and equipment</b>		
Plant and equipment - at cost	6,226	6,158
less: Accumulated depreciation	(5,416)	(4,932)
	<b>810</b>	<b>1,226</b>
Motor vehicles - at cost	5,256	5,155
less: Accumulated depreciation	(2,531)	(2,336)
	<b>2,725</b>	<b>2,819</b>
Hire purchase motor vehicles - at cost	1,007	598
less: Accumulated depreciation	(420)	(370)
	<b>587</b>	<b>228</b>
<b>Total plant and equipment</b>	<b>4,122</b>	<b>4,273</b>
<b>Right of use assets (as per AASB16)</b>		
Right of use assets	15,086	13,893
less: Accumulated depreciation	(11,530)	(8,822)
<b>Total Right of use assets (as per AASB16)</b>	<b>3,556</b>	<b>5,071</b>
<b>Total property, plant and equipment</b>	<b>48,446</b>	<b>51,179</b>

## Reconciliation

Reconciliations of the carrying amounts for each class of property, plant and equipment are set out below:

	2025	2024
	\$'000's	\$'000's
<b>Land and buildings</b>		
Carrying amount at beginning of year	39,004	36,226
Additions	2,061	4,015
Disposals	-	(319)
Depreciation expense	(849)	(918)
Carrying amount at end of year	<u>40,216</u>	<u>39,004</u>
<b>Leasehold Improvements</b>		
Carrying amount at beginning of year	2,831	643
Additions	19	2,918
Disposals	-	(16)
Depreciation expense	(2,298)	(714)
Carrying amount at end of year	<u>552</u>	<u>2,831</u>
<b>Plant and equipment</b>		
Carrying amount at beginning of year	1,226	1,938
Additions	117	179
Disposals	(9)	(86)
Transfers Out	-	(46)
Depreciation expense	(524)	(759)
Carrying amount at end of year	<u>810</u>	<u>1,226</u>
<b>Motor Vehicles</b>		
Carrying amount at beginning of year	3,047	3,010
Additions	1,044	586
Disposals	(111)	(32)
Transfers In	-	46
Depreciation Expense	(668)	(563)
Carrying amount at end of year	<u>3,312</u>	<u>3,047</u>
<b>Right of use assets (as per AASB16)</b>		
Carrying amount at beginning of year	5,071	6,087
Additions	1,641	1,941
Depreciation expense	(3,156)	(2,957)
Carrying amount at end of year	<u>3,556</u>	<u>5,071</u>
<b>Total property, plant and equipment</b>	<u><u>48,446</u></u>	<u><u>51,179</u></u>

## Note 7: Intangible Assets

	2025	2024
	\$000's	\$000's
<b>Computer software</b>		
Computer software - at cost	3,190	3,190
less: Accumulated amortisation	(1,920)	(1,580)
<b>Total computer software</b>	<u>1,270</u>	<u>1,610</u>
<b>Total intangible assets</b>	<u><u>1,270</u></u>	<u><u>1,610</u></u>
<b>Total intangible assets Reconciliation</b>		
<i>Reconciliations of the carrying amounts for each class of intangible asset are set out below:</i>	<b>2025</b>	<b>2024</b>
	<b>\$000's</b>	<b>\$000's</b>
<b>Computer software</b>		
Carrying amount at beginning of year	1,610	1,866
Disposals	-	(4)
Write offs	-	(46)
Amortisation Expense	(340)	(206)
Carrying amount at end of year	<u><u>1,270</u></u>	<u><u>1,610</u></u>

## Note 8: Trade and other payables

	2025	2024
	\$000's	\$000's
<b>Current</b>		
Trade payables	700	461
Employee benefits	5,838	5,421
Other accrued expenses and sundry payables	<u>2,380</u>	<u>2,669</u>
<b>Trade and other payables</b>	<u><u>8,918</u></u>	<u><u>8,551</u></u>

At 30 June 2025 the Group had credit card facilities of \$101,000, of which \$19,000 was drawn.

## Note 9: Grants received in advance

	2025	2024
	\$000's	\$000's
Operating revenue received in advance	14,219	9,518
Other contractual liabilities	-	2,516
Capital grants received in advance	<u>-</u>	<u>244</u>
<b>Grants received in advance</b>	<u><u>14,219</u></u>	<u><u>12,278</u></u>

Grants received in advance consists of government funding received but services were not delivered at balance date (refer Note 1(h)). At 30 June 2025 the Group had credit card facilities of \$101,000, of which \$19,000 was drawn.

Other contractual liabilities relate to funds already spent on permitted purposes, but for which the benefit will be realised over time.

Capital grants received in advance consists of government funding received for procurement or construction of assets and is realised in accordance with the applicable revenue accounting policy.

## Note 10: Employee Provisions

	2025	2024
	\$000's	\$000's
Opening balance at 1 July 2024	12,451	
Additions through business combinations	42	
Additional provisions raised during year	12,653	
Amounts used	(10,755)	
Balance at 30 June 2025	<b>14,391</b>	
<i>Current liability for employee entitlements</i>		
Annual Leave	10,001	9,519
Long Service Leave	2,107	2,200
Remediation	1,440	-
Current liability for employee entitlements	<b>13,548</b>	<b>11,719</b>
<i>Non - Current liability for employee entitlements</i>		
Long service leave	<b>843</b>	<b>732</b>

As at 30 June 2025, the Group employed 1,543 full time equivalent employees. (2024: 1,531). Employee provisions represent amounts accrued for annual leave and long service leave.

The current portion for this provision includes the total amount accrued for annual leave entitlements and the amounts accrued for long service leave entitlements that have vested due to employees having completed the required period of service. Based on past experience, the company does not expect the full amount of annual leave or long service leave balances classified as current liabilities to be settled within the next 12 months. However, these amounts must be classified as current liabilities since the company does not have an unconditional right to defer the settlement of these amounts in the event employees wish to use their leave entitlement.

The non-current portion for this provision includes amounts accrued for long service leave entitlements that have not yet vested in relation to those employees who have not yet completed the required period of service.

## Note 11: Lease Liabilities

	2025	2024
	\$000's	\$000's
Balance at 1 July 2024	5,543	
New leasing contracts signed	1,641	
Lease payments during the year	(3,296)	
Interest	307	
Balance at 30 June 2025	<b>4,195</b>	
<i>Current liability for leases</i>		
Lease commitments < 12 months	2,552	2,739
Current liability for leases	<b>2,552</b>	<b>2,739</b>
<i>Non - Current liability for leases</i>		
Lease commitments > 12 months	1,643	2,804
Non - Current liability for leases	<b>1,643</b>	<b>2,804</b>

The lease liabilities are for property leases and for hire purchase agreements taken out to purchase motor vehicles. Interest is payable on the outstanding amounts on the individual hire purchase agreements at rates of between 3.39% and 6.49%. The individual agreements are held under a revolving bulk facility with Westpac Banking Corporation. At 30 June 2025 the limit on the facility was \$950,000, of which \$388,000 was drawn.

## Note 12: Financial risk management

### Financial Risk Management Policies

The totals for each category of financial instruments, measured in accordance with AASB 9 as detailed in the accounting policies adopted in the preparation of these financial statements, are as follows:

The Finance and Audit Committee is responsible for assisting the Board of Directors to fulfil their corporate governance and oversight responsibilities in relation to financial reporting, internal control structure, risk management systems and the external audit functions. All members of the Finance and Audit Committee are appointed by the Board and are selected in order to provide complementary skills and experience in the areas of finance, audit and risk management.

The current portion for this provision includes the total amount accrued for annual leave entitlements and the amounts accrued for long service leave entitlements that have vested due to employees having completed the required period of service. Based on past experience, the company does not expect the full amount of annual leave or long service leave balances classified as current liabilities to be settled within the next 12 months. However, these amounts must be classified as current liabilities since the company does not have an unconditional right to defer the settlement of these amounts in the event employees wish to use their leave entitlement.

The non-current portion for this provision includes amounts accrued for long service leave entitlements that have not yet vested in relation to those employees who have not yet completed the required period of service.

The Group's financial instruments consist of short term deposits with banks, medium to long term deposits with JB Were, accounts receivable, accounts payable, lines of credit, leases and borrowings.

		2025	2024
		\$'000's	\$'000's
<b>Financial assets</b>			
Cash and cash equivalents	4	22,776	18,135
Client fees and other trade receivables (net)	5	8,458	5,839
Other receivables	5	659	569
Investments		4,447	3,790
		<u>36,340</u>	<u>28,333</u>
<b>Financial liabilities at amortised cost</b>			
Lease liabilities	11	4,195	5,543
Current trade and other payables	8	3,080	3,130
		<u>7,275</u>	<u>8,673</u>

## Note 13: Fair Value Measurements

### Net fair value of financial assets and liabilities

All financial assets and liabilities have a net fair value equal to their carrying amount. Equity or debt instruments have been valued using quoted market prices in the active market.

## Note 14: Capital Expenditure Commitments

The Group has committed to a capital project in the next financial year with a remaining contract balance of \$3,056,996.

## Note 15: Related party transactions

In accordance with the Company's constitution, the members of the Board of Directors are entitled to be remunerated which is reviewable by the members at the Annual General Meeting. The Directors received remuneration totalling \$168,003 during the financial year to 30 June 2025 (2024: \$162,485).

Transactions between the Group and related parties are on normal commercial terms and conditions no more favourable than those available to other persons unless otherwise stated. All transactions are at arms' length value.

## Note 16: Key management personnel

The Group's key management personnel are those persons who have the responsibility and authority for planning, directing and controlling the day-to-day activities and strategic direction of the Group.

In addition to the Directors (refer note 15) the Group's key management personnel consists of the Group Chief Executive Officer, the Group Chief Financial Officer, the Chief Executive Officers, the Chief Corporate Services Officer and the Chief Clinical and Practice Officer.

The remuneration of other key management personnel consists entirely of short-term employee and post employment benefits. The total remuneration of the Group's key management personnel, which is included in the statement of comprehensive income under the heading of employee benefits is:

	2025	2024
	\$000's	\$000's
Short term employee benefits	2,713	2,195
Post employment benefits	224	181
<b>Total employment benefits</b>	<b><u>2,937</u></b>	<b><u>2,376</u></b>

## Note 17: Auditors remuneration

	2025	2024
	\$000's	\$000's
Audit fees	77	72
<b>Total auditors remuneration</b>	<b><u>77</u></b>	<b><u>72</u></b>

## Note 18: Contingent liabilities

Some of the Group's properties and other assets were acquired with federal and state government capital grants. In some cases the Group may be required to relinquish ownership of these assets, or repay a proportion of the grant, if the terms and conditions of the grant agreement are not complied with. Typically this would occur if the Group disposed of the asset within a specified time, or used the asset for a purpose contrary to the terms of the grant agreement. The Group is not aware of any such circumstances existing as at the date of the financial statements and does not intend to act in a manner that would allow such circumstances to arise in the future. Some of the Group's land and buildings disclosed in Note 6 are secured by a mortgage to the Queensland Housing Commission. There is uncertainty relating as to when the Group will dispose of these properties. As any future liability would be dependent on the market value of the property at the time of disposal, it is not practical to make an assessment of the potential financial effect of this contingent liability.

Some of the Group's land and buildings disclosed in Note 6 are secured by a mortgage to the Queensland Housing Commission. There is uncertainty relating as to when the Group will dispose of these properties. As any future liability would be dependent on the market value of the property at the time of disposal, it is not practical to make an assessment of the potential financial effect of this contingent liability.

## Note 19: Limitation of members liability

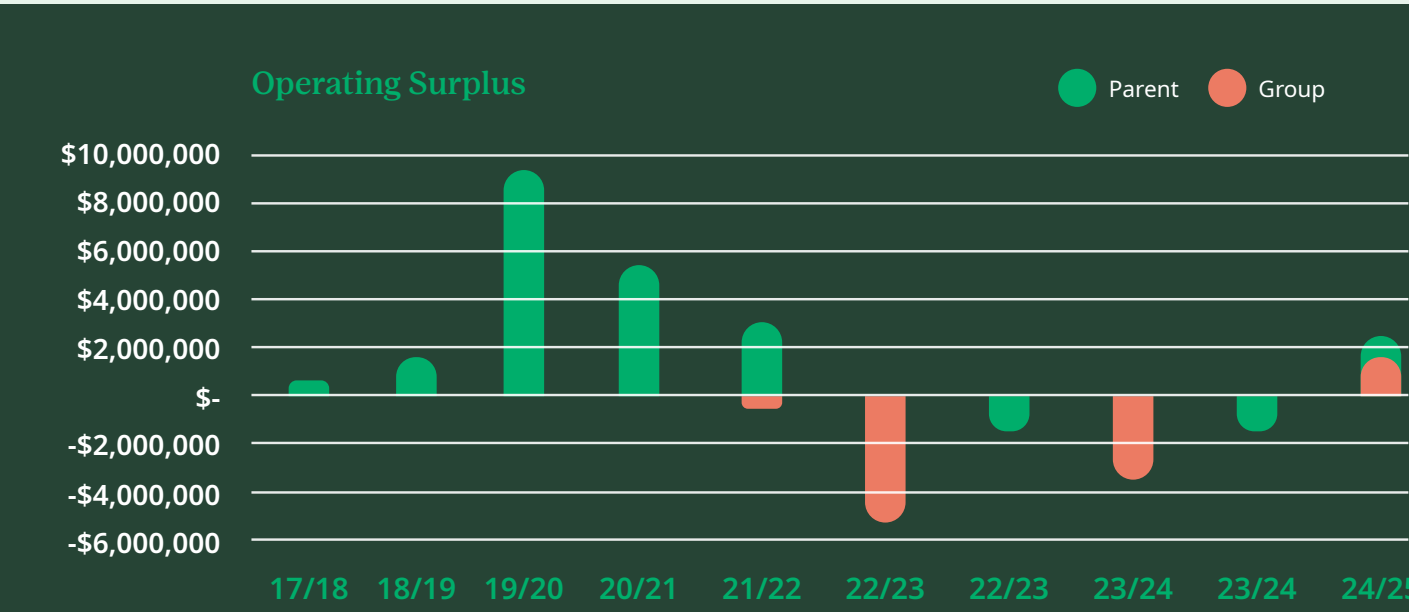
The Company is a company limited by guarantee and in accordance with the Constitution, in the event of Multicap Limited being wound up, the liability would not exceed \$2 per member. At 30 June 2025 the number of members was 44 (2024: 58).

Note 20: Events subsequent to reporting date

On 1 July 2025 Vertaview Limited became the sole member of all entities within the Multicap Group. The Multicap Group has now been replaced with Vertaview Group.

On 1 July 2025 Vertaview Limited became the sole member of All About Living Limited. All About Living Limited provides support services to the aged care sector and has like purposes to that of the Group. All About Living Limited joined the Vertaview Group with a net asset surplus of \$159,000.

Other than as stated above or elsewhere, no matters or circumstances have arisen since the end of the financial year which significantly affect or may significantly affect the operation of the Group, the results of those operations, or the state of affairs of the Group in future years.



# Our Supporters

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## Partners

- Coffs Harbour Neighbourhood Centre
  - Country to Coast PHN
  - Cherbourg Regional Aboriginal and Islander Community Controlled Health Services (CRAICCHS)
  - Cultural Healing Sunshine Coast
  - Darling Downs West Moreton PHN
  - Brisbane North PHN
  - End Street Sleeping Collaboration – Byron Bay
  - Flourish
  - Galambila – Coffs Harbour
  - Healthy North Coast PHN
  - Ipswich City Council
  - Jullums: Rekindling the Spirit - Lismore
  - Kambu Health
  - Queensland Corrective Services
  - Queensland Department of Child Safety, Youth and Women
  - Queensland Department of Housing, Local Government, Planning and Public Works
  - Nimbin Neighbourhood Centre Collaboration
  - New South Wales Department of Communities and Justice
  - New South Wales Ministry of Health
  - North Queensland PHN
  - QuIHN
  - South Burnett CTC
  - Stride
  - Refocus
  - The Buttery
  - Wellways
- 

## Governance and Service Delivery Partners

- Amplar Health
  - Bric Housing
  - Darling Downs Hospital and Health Service
  - EACH
  - Gold Coast Hospital and Health Service
  - Headspace National
  - Liverty Housing
  - Metro North Hospital and Health Service
  - Mid North Coast Local Health District (including Mental Health and AOD Services)
  - Northern New South Wales Local Health District
  - Peach Tree Perinatal Mental Health Service
  - Sunshine Coast Hospital and Health Service
  - Wellways Northern New South Wales
  - West Morton Hospital and Health Service
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## Alliances

- Ability First Australia
  - Ability Forum
  - Ability Roundtable
  - Australian Psychosocial Alliance
  - Easterseals
  - Mental Health Australia
  - Mental Health Coordinating Council
  - National Disability Services
  - Queensland Alliance for Mental Health
  - Queensland Leaders
- 

## Charity Partners and Sponsors

- Aussie Broadband
  - Black and White Cabs
  - CheckUP
  - Gallagher Bassett
  - Headspace
  - HESTA
  - Intelligent Pathways
  - Office of Industrial Relations
  - Queensland Alliance for Mental Health
  - Queensland Country Bank
  - Queensland Mental Health Commission
  - Queensland Health
  - Richmond Fellowship Queensland
  - The Royal Australian and New Zealand College of Psychiatrists
  - WorkCover Queensland
- 

## Research and Practice

- SafeSide Prevention Australia
- Griffith University
- University of Queensland

## Patron

Her Excellency the Honourable Dr Jeannette Young  
AC PSM, Governor of Queensland

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## Company Secretaries

Sandra Williams, Susan McDonald and Chloe Gaynor

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## Past Life Members

1965	Rev S B Ford
1965	Brisbane Caledonian Society & Burns Club
1967	LS Frost Pty Ltd
1967	CTO Staff, Brisbane
1967	Mrs U Mulholland
1972	Rev S R Ramsden
1972	Mr N P Scott
1974	Mr L N Saunders
1979	Mrs M Ramsden
1984	Mr A E Walker
2003	Mr D Kenway
2009	Dr R J Andrews MBE OAM
2013	Mrs Gwen Easlea
2013	Mr Glen Easlea
2016	Prof John McAuliffe A

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## Life Members

1996	Mr N Rendell
2001	Mrs M Rudken
2001	Dr N Heather
2004	Mr M Sprenger
2007	Mrs D Wilkinson
2013	Mrs Donna Bock
2017	Mrs Sandra Williams
2017	Mr John Gallimore

## Auditors / Legal Partner

Bentleys Brisbane (Audit) Pty Ltd

Ardor Legal Pty Ltd

Corrs Chambers Westgarth

Seneworth Legal Partners

KPMG Law

Church and Partners Pty Ltd

McCullough Robertson

Abledale Law

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## Banking Partners

Commonwealth Bank of Australia

Westpac Banking Corporation

JBWere

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## Bequests

When preparing your Will, after considering your immediate family, you may want to consider a bequest to Multicap.

Our passion for every individual's right to connect to and realise the possibilities available to them, drives us to always believe there is a way. Your gift or bequest will ensure we can respond to these needs.

For more information, please contact us on (07) 3340 9000 or visit [multicap.org.au](http://multicap.org.au).

# amplifying purpose

Vertaview Group Head Office  
Level 1, 7 Brandl Street, PO Box 4013,  
Eight Mile Plains, QLD, 4113



[vertaview.org.au](http://vertaview.org.au)  
[allaboutliving.com.au](http://allaboutliving.com.au)  
[allinto.org.au](http://allinto.org.au)  
[multicap.org.au](http://multicap.org.au)  
[openminds.org.au](http://openminds.org.au)

Phone 07 3340 9000  
Phone 1300 503 886  
Phone 1300 245 516  
Phone 1300 135 886  
Phone 1300 673 664