

# NDS CoP Presentation

“Focusing on Employment  
POSSIBILITIES”



“The two most important days in  
your life are the day you are born  
and the day you find out **why**.”

Mark Twain





LIFE CHANGING  
**DAY -**  
17TH JULY, 1995

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# Bringing our Vision to life



1. Multicap's Key Purpose and what is our “Why”
2. Succeed – How to go about it, Why it's important and Preparing for your audience
3. “Impact Reporting” on Employment with supports and Inspiring Real Change along the way.

A job for  
**YOUR** future  
Call Multicap



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# What will Multicap look like in 2022 and Onwards?

*To ensure all decisions and priorities are aligned with our sole purpose, the new Strategic Plan clearly identifies four key outcome areas.*

- Delighted Customers
- Skilled Engaged Workforce
- Service Excellence
- Sustainable Growth.



NOT ALL  
DISABILITIES  
ARE VISIBLE  
#THINKOUTSIDETHECHAIR





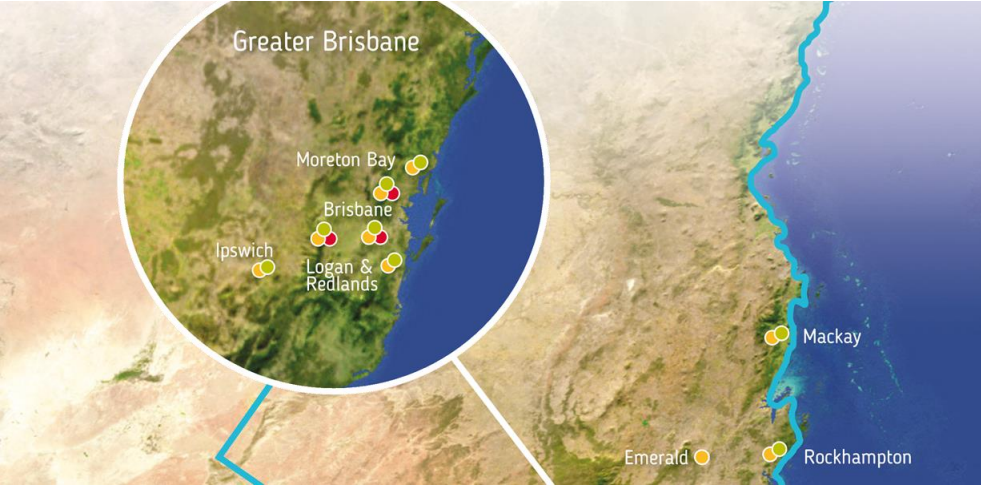
# Our Daily “WHY”

To be an industry leader in providing customer employment pathways.

Our employment fosters inclusion and training tailored to an individual’s learning style and most importantly, we provide customers with choice and opportunities allowing for full participation in all aspects of society.

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





## Inspiring Real Change

Here at Multicap Employment what what we like to say, “**For Purpose**” –We always focus on possibilities not on disabilities, and the possibilities are expanding.

## WHERE WE OPERATE

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



# Out-of-the-box strategies to help you grow your brand!







# MULTICAP IS PASSIONATE ABOUT PROVIDING CUSTOMER EMPLOYMENT PATHWAYS



## OUR SOLE PURPOSE

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



## OUR VISION

To be the leading source of creative and sustainable support options for people with disabilities, particularly those with high and complex needs and their families.



## OUR VALUES

Always empowering  
Always respecting  
Always connecting  
Always creating

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

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

Jo Jessop CEO Multicap

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INSPIRE

coach  
performance  
leadership  
concept  
growth  
management  
motivate  
innovation  
achievement  
efficiency  
goal  
incentive  
ideas  
planning  
progress  
strategy

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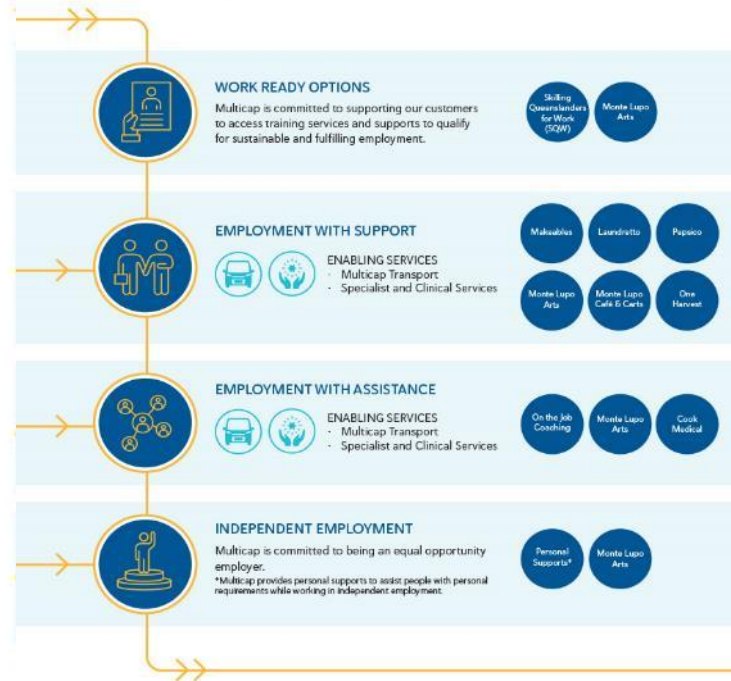
We address our employees' needs for access to training services and supports to qualify for sustainable and fulfilling employment. We train people so they are ready and able to complete the work for which we are engaged by suppliers. We listen to our suppliers to understand how we can assist them achieve their business goals. We match suppliers and employees to achieve the best outcome for both.

## EMPLOYMENT PATHWAYS

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## WORKING WITH CLIENTS TO MAKE THEIR BUSINESS A SUCCESS



- Run multiple effective social enterprise business models



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



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

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# Introduction to Impact Reporting

- What is Impact Measurement?
- Why measure Impact?
- Why report on Impact?
- How to prepare to report on Impact

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- All profits to be reinvested in growing the impact of our work





# Introduction to Impact Reporting

- As an example, an organisation that is outcomes-led can report on:
- Number of employees
- Number of supported employees
- Number of people employed that were previously unemployed
- Number of employees transitioning into open employment
- Training and experiences available and delivered

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# Theory Of Change

- Creating a Theory of Change enables you to map out the relationship between a problem being addressed and the strategies or activities used to address it, showing why and how change takes place.







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the planet. As such we believe that sustainability needs to be a part of everything we do. For us, true sustainability occurs when we find ways to work which combine social and economic benefits.

This makes what we do together truly sustainable, moving beyond charity and into shared value creation. In Multicap we found a partner who shares this ethos and also has the skill and will to make it happen.

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

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

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

**Jamie Mullins , National Logistics Manager**

## COOK MEDICAL

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

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

**Chris Cutter, Manufacturing Supervisor**



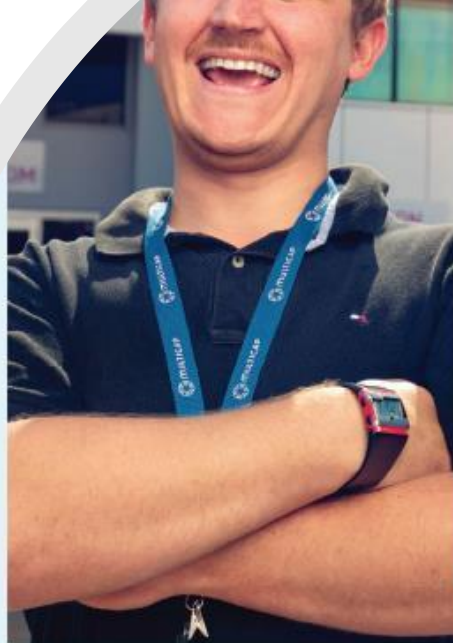
Alex and Jeffery



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

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

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

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

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

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

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

## LEVI'S STORY

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

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

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

Levi won the Emerging Artist category in Arts from the





## GET INVOLVED



Volunteer



Sponsorship



Donation



Buy a product or  
service



Support training  
opportunities



Mentor  
supported  
employees



Corporate  
responsibility



**MULTICAP®**

HIGH NEEDS DISABILITY SUPPORT

For more information on local  
phone 1300 135 886 or

Head Office 2691

Our Offices

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# FOCUSING ON EMPLOYMENT POSSIBILITIES



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Explore the possibilities at  
[multicap.org.au](http://multicap.org.au)



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HIGH NEEDS DISABILITY SUPPORT



A job for  
**YOUR** future



**Call Multicap**

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*Every act of kindness  
creates a ripple  
with no end*

*Tony Burns*  
Dream Believe Achieve

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