

National Employment Support (Social Enterprise) Communities of Practice

Tony Burns OAM
GM Employment Multicap



Aligned Purpose



all ways. always.



Who We Are in 2022 – Our People



 **1587**

Total number of staff



 **462**

Total number of staff



 **26**

Total number of staff



 **12**

Total number of staff

Our Service Locations



all ways. always.



“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.



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HIGH NEEDS DISABILITY SUPPORT

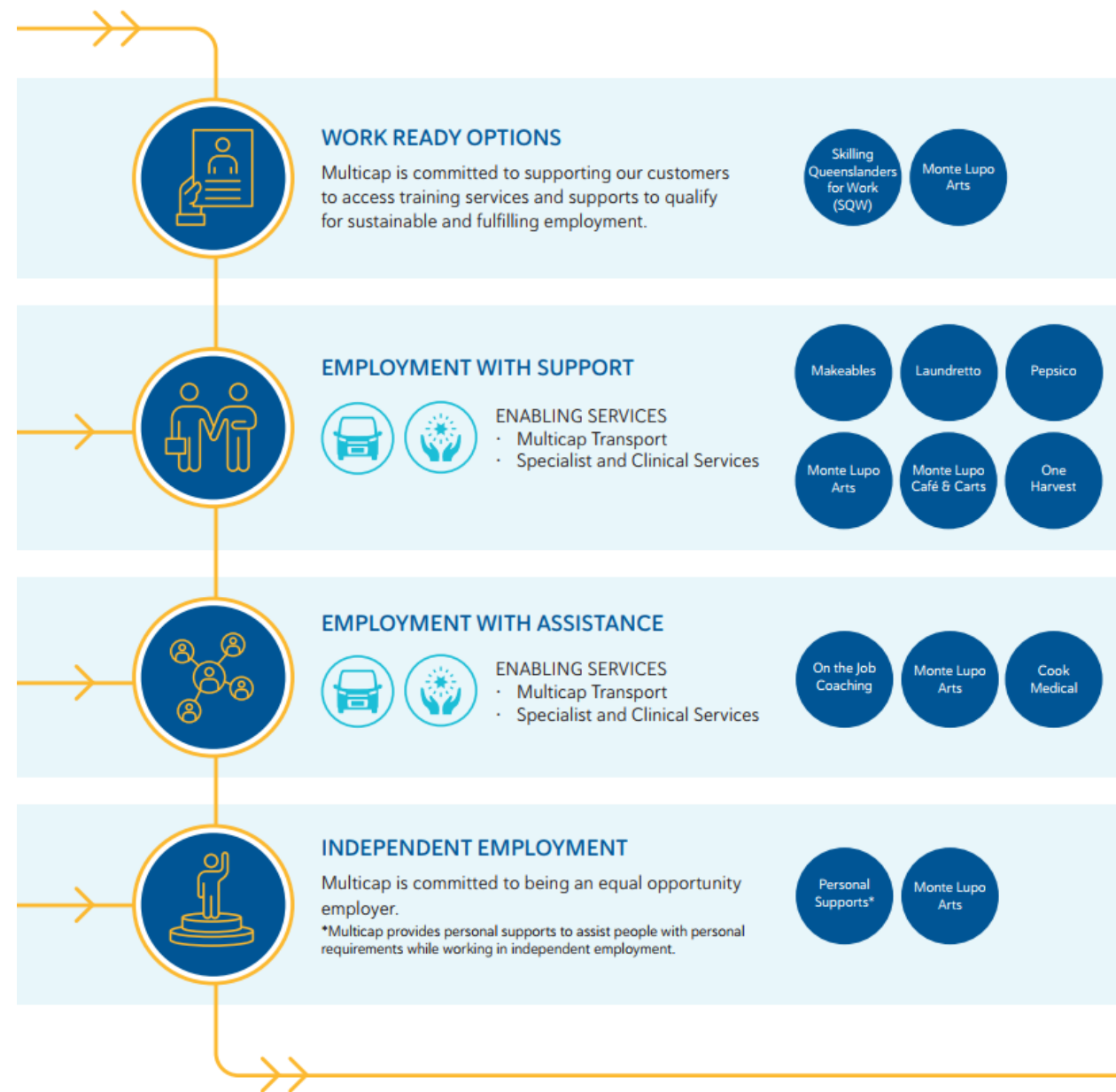
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EMPLOYMENT PATHWAYS

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

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

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



Multicap's Customer Employment Facing Model

Multicap have a range of job options to start your career. You will receive job training and skill development so you can move towards your career aspirations.



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.

INCREASING EMPLOYMENT OF PEOPLE WITH DISABILITY

If we...
(activities)



Create meaningful opportunities for Multicap's customers

By...
(approach)

Providing individually tailored job pathways

It will lead to...
(outcomes)

Employment suited to the individual's needs

And ultimately...
(impact)

Enhanced quality of life for our customers

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Multicap Employment

**We always focus on possibilities,
not on disabilities, and the possibilities are expanding**



- Partnering with Q-Free and Transurban
- Our PepsiCo Partnership has gone from strength to strength at our bespoke warehouse in Tingalpa
- Partnered with fresh food producer One Harvest to create more jobs for people with disability



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The change to lead

Multicap has the potential to be the leader in helping people with disability to **prepare for, find, and keep a job** in a **range of comprehensive employment options**.

Being a leader means evolving our service models so we can support a full range of employment options, including open employment, supported open employment and self-employment.



Interesting Facts

People with disability aged between 15 and 64 years have both lower participation (53%) and higher unemployment rates (9.4%) than people without disability (65.8% and 75% respectively)

**Over - 4,000,000 people have a registered disability in Australia. That is 1 / 5 people.
Yet only half of those of working age are in employment**

Benefits to an Organisation for employing people with Disability:

- Organisations who champion disability employment demonstrate above-average financial performance
- Improved productivity and lower staff turnover
- Increased Innovation
- A corporate image more reflective of the community
- Improved workplace cohesion and harmony – respect for individuality and difference
- Access to a broader pool of talent - meet skills shortages

* Reference JobAccess.gov.au

Employees with Disability:

- Have reduced rates of absenteeism
- Are less likely to be represented in workplace health and safety incidents
- Have a positive impact on other staff and organisational culture
- Represent the business well, and promote a positive public image

Customer Value Proposition



Employment Pathways, focused on skill building and career opportunities, is an attractive and marketable valuable proposition.

It will also attract more NDIS funding because we can demonstrate outcomes.

What's required to make good on the promise?

- Better understanding of the customer with disability
- Time and rigour to help people build skills
- Working to a plan to meet career goals
- Trained staff
- The right partners

Employment

ASSISTED EMPLOYMENT

- Multicap EBA
- Our workplace practices
- Skills rotation
- **Multicap generates revenue stream**

ASSISTED OPEN EMPLOYMENT

- Workplace EBA
- Still get paid under supported wage system
- Their workplace and workplace practices
- Staff member of that company vs connection with Multiple
- If you remove AOE they get lost in the bubble. They need to be ready before going into full open employment i.e. discrimination/disadvantage
- **Multicap generates revenue stream**

OPEN EMPLOYMENT

- Workplace EBA
- Full Award or Supported Wage
- Their workplace and workplace practices
- Staff member of that company vs connection with Multiple
- **Multicap doesn't generate revenue**

Summary



The Opportunities

- Multicap has the potential to be the leader in helping people with disability to prepare for, find and keep a job in a range of comprehensive employment options
- Evolving our service models so we can support open employment, supported open employment and self-employment
- New business partnerships have the potential to replace/improve the current model

The Challenges

- Greater cost pressures tied to regulatory, inputs and consumer demands
- Our enterprises provide limited opportunity for scaling without moving closer towards “sheltered workshops”
- Knowledge within the community/market place of the options and service offering of Multicap Employment

How can Multicap respond?

From

‘Service Delivery’

Operating enterprises and engaging employers for the purpose of increasing the number of suitable job placements for people with disability

Challenging perceptions is a result of the community interacting with our enterprises

To

‘Skilling and Connecting Platform’

Operate programs and pathways for people with disability to grow in their careers and participate in the economy

Challenging perceptions is a result of Multicap helping employers to upskill and support people with disability to contribute in a meaningful way

Current Situation



Objectives

To increase awareness and enquiries for Supported and Assisted Employees

Generate interest from small to medium enterprises in Brisbane who would benefit from our services

Ensure marketing activities have a good foundation for future expected growth

Expected Outcomes & Targets

Increase in customer and referral pipeline enquiries for Multicap Supported Employment

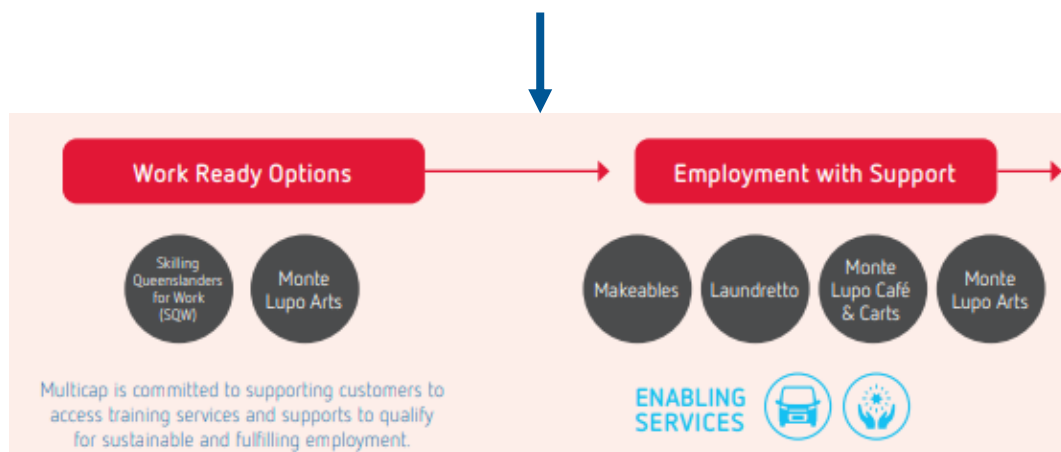
Increase onboarded Supported Employees by 33% *KPI is 200 by 31 June 2023 *Currently 156 then double that by 2025

Obtained 15 new business partnerships over this time which include the likes like *Cook Medical, Sendable, Thunderbox to continue to build, real brand awareness for Multicap's Employment Enterprises

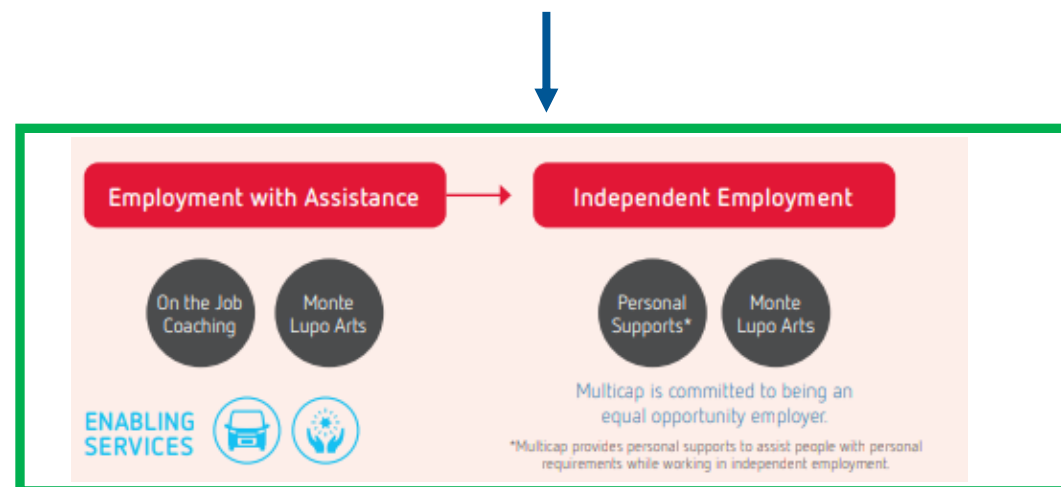
Greater cost pressures

We're facing greater cost pressures tied to regulatory, inputs, and consumer demands. Our enterprises are challenged when we scaling to ensure the environment does not become one of the old fashioned "Sheltered Workshops"

Sector and community push to move away from current AE service model.



...And start to create pathways and more open employment job opportunities.



Product Market Fit – Multicap Employment

The primary role of the enterprises Multicap operates is to provide:


1. A mechanism to provide sustainable job options
2. Generate business revenue that enables strong commercial performance.
3. Provide a platform to connect with parents and the community and tailored pathways to open employment

Unspoken need: Our service provides a welcoming and sustainable environment for our customers.

Goals, aspirations	Participants with Goal	% who has this goal
Daily Life	367,116	82%
Social and Community activities	271,450	60%
Health and Wellbeing	172,909	38%
Relationships goal	131,053	29%
Learning goal	112,280	25%
Employment/Work	87,563	19%
Choice and Control	81,586	18%
Where I live	79,614	18%

Total Participants

449,998



By Age	Has Employment goal
0 to 6	0%
7 to 14	1%
15 to 18	30%
19 to 24	55%
25 to 34	44%
35 to 44	37%
45 to 54	29%
55 to 64	18%
65+	9%

Multicap Supported Employment Model

Supported Wage System (SWS)

1. The SWS is set up for employees with disability who are not able to perform jobs at the same capacity as any other employee.
2. This allows Multicap to pay wages based on the workplace productivity of the staff member depending on their skill level
3. We pay Award Rate of \$21.49 through the different % grades The %'s though are determined by a independent wage assessment for each individual employee – not determined by People Experience or Multicap.



Multicap Assisted Open Employment

1. Using our Cook Medical model this gives us the certainty that we can use this and duplicate other services to run with the exact financial model focusing on our Pathways for Assisted Open Employment.
2. Big break for Alex and Jeffrey Two Multicap customers have achieved their goal of getting a job in the open market paid at 100% Full Wages
3. Getting a job is a goal for many people with disability and it's vital that we continue to provide opportunities for meaningful employment and ongoing training."



Incentives for open employment?

Government and Individual Budget Perspective

Date of Employment Start			18/10/2021
	Hours	Hourly Rate	
Income	18	\$ 22.00	\$ 396.00
IncomeTax Free Threshold			\$ 350.00
Taxable Amount			\$ 46.00
Tax Payable			\$ 8.74
Reduction in Pension			\$ 153.50
Total Weekly Reduction			\$ 162.24
Annual Reduction (DSP)			\$ 8,436.48
Employment impact on Participants Financial Position			
Current Pension			\$ 430.30
Pension Supplement			\$ 34.80
Total Pension			\$ 465.10
Reduction in Pension			\$ 153.50
Amended Pension			\$ 311.60
Additional Weekly Income			\$ 387.26
New Weekly Income			\$ 698.86
Increase/Decrease			\$ 268.56

Government saving

**Individual increase
in take home**

Over age 21					
			Gross	Tax Withheld	Net Pay
Minimum Wage	\$772.60	52	\$40,175.20	\$3,919.54	\$36,255.66
Maximum DSP	\$967.50	26	\$25,155.00	Tax Free	\$25,155.00
<i>If you get DSP, you can work less than 30 Can earn up to \$180 per fortnight without Earning over \$180 per fortnight, pension reduces by 50 cents for each dollar over We'll stop your DSP if you work 30 hours</i>	\$180.00	26	\$4,680.00		
Casual Rate - 25% on top of the minimum	\$24.80	p/h			



Jeffrey Chan Cook Medical *Alex Kopp*

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

Tony Burns
Dream Believe Achieve

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