

Workplace cultures and value-add for employers with a diverse workforce

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

Mark Twain



Aligned Purpose



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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



“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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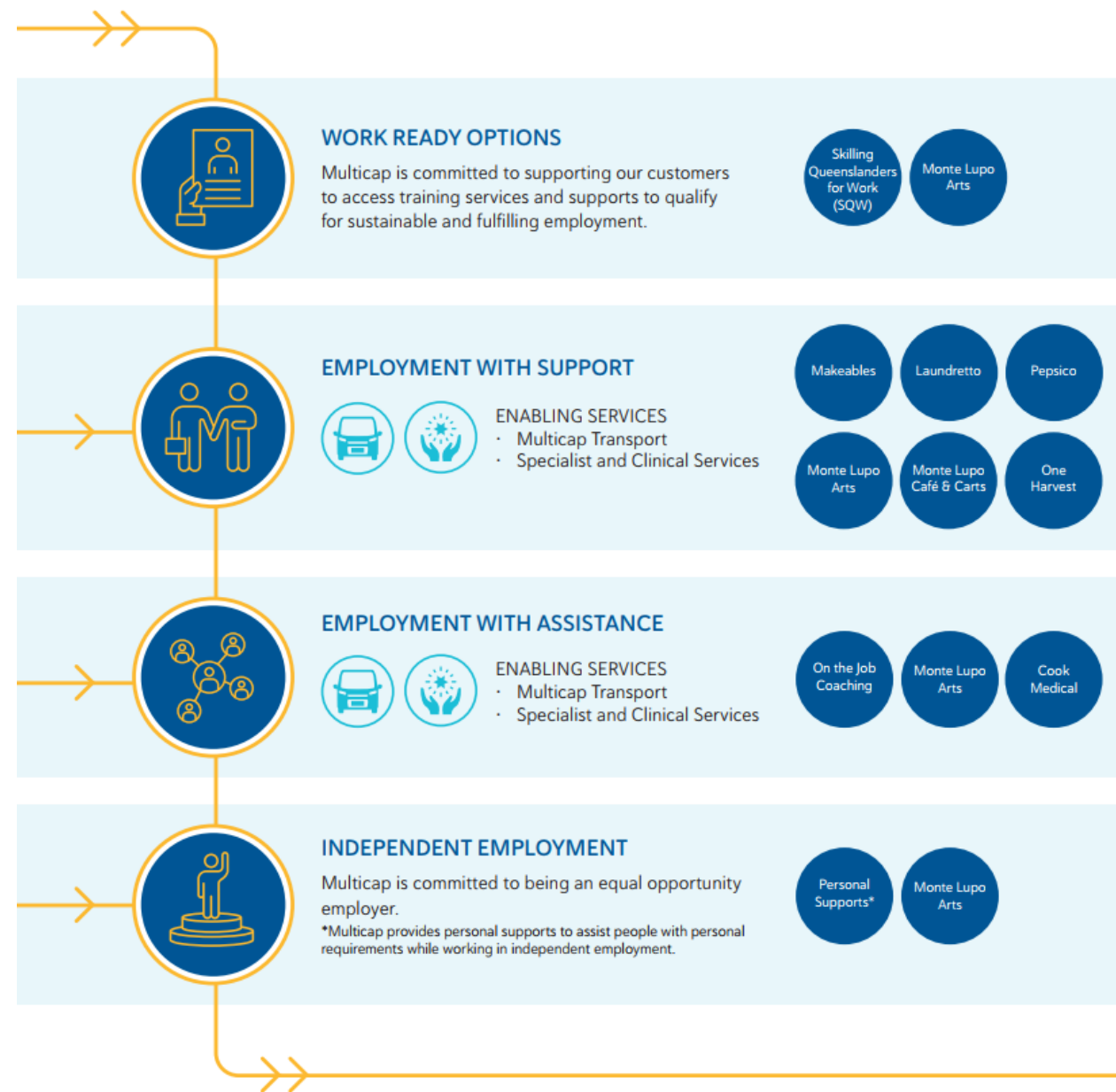
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EMPLOYMENT PATHWAYS

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.



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





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

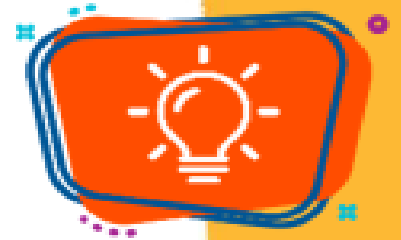
- Partnering with Q-Free and Transurban
- Our PepsiCo Partnership has gone from strength to strength at our bespoke warehouse in Tingalpa
- Partnered with fresh food producer One Harvest to create more jobs for people with disability



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.



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**

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

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."





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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