

Multicap Strategic Plan

2021 ONWARDS



all ways. always.



MULTICAP[®]

HIGH NEEDS DISABILITY SUPPORT

SKILLED ENGAGED WORKFORCE

Our staff will be proud to work for Multicap and earn and deserve the confidence of our customers

We will:

- Be an employer of choice
- Demonstrate strong leadership
- Develop skilled, flexible and capable staff
- Provide safe, healthy, quality workplaces

DELIGHTED CUSTOMERS

Multicap will continue to deliver on its purpose

We will:

- Provide outstanding customer service
- Personalise service experiences
- Deliver reliable, timely, high-quality support
- Meet the changing needs of our customers

PRACTICE EXCELLENCE

Multicap will be recognised for our quality and competence in supporting people with complex needs

We will:

- Deliver evidence-based practice leadership
- Achieve operational excellence
- Achieve practice excellence

Delivering creative and sustainable support for people with complex needs

SUSTAINABLE GROWTH

Our Multicap values are the foundation of our sustainability

We will:

- Integrate our systems and processes
- Utilise assets efficiently
- Achieve service excellence
- Explore emerging opportunities



MULTICAP'S SOLE PURPOSE

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

VALUES

Always empowering
Always respecting
Always connecting
Always creating

OUTCOMES

Delighted customers
Skilled engaged workforce
Practice excellence
Sustainable growth

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



MULTICAP®

HIGH NEEDS DISABILITY SUPPORT

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