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**Multicap  
Strategic Outcomes**

**2025 ONWARDS**

## 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



Delivering creative and sustainable support for people with complex needs

## 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
- Measure outcomes to inform practice

## 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