



# CODE OF CONDUCT

Last updated 2020 | Position accountable for this code: Chief Executive Officer





# FOREWORD

Multicap's sole purpose is to enhance the quality of life of people with disability and their families, with our support.

Our Code of Conduct provides a framework of principles that helps us display the conduct that reflects our commitment to our sole purpose, our customers, our communities and ourselves.

We are guided by our 'Multicap Great Expectations', we act lawfully, and we apply our Code of Conduct to everything we do to ensure a positive environment for everyone. Our Code of Conduct applies to all Multicap team members, which includes employees, volunteers, contractors and our board of directors.

The following pages detail the conduct and behaviour we expect from our team members across Multicap. We have also provided a summary of important information from the National Disability Insurance Scheme (NDIS) Quality and Safeguards Framework and NDIS Quality and Safeguards Code of Conduct. These NDIS guidelines complement our Multicap Code of Conduct and also apply to all team members. It is important all team members take time to understand what the Multicap Code of Conduct and these NDIS guidelines mean for them and their role at Multicap.

It is also important that team members take time to understand and follow our Multicap ways of working. This includes, but is not limited to; policies, procedures, work instructions etc.

Our Multicap Code of Conduct may change from time to time, and we are all responsible for keeping ourselves up-to-date with current requirements and expectations.

If you are ever in doubt about the right action to take, please speak with your leader as soon as possible. Together, we can ensure that Multicap is a great place to work as we continue to enhance the lives of people with disability.

**Joanne Jessop**  
Multicap CEO



# SOLE PURPOSE

At Multicap, our sole purpose is to enhance the quality of life of people with disability and their families, by the support we provide.

For us to achieve this purpose, our team members must be passionate about delighting our customers and doing the right thing.

## Multicap's Great Expectations



# WE DO THE RIGHT THING

## Doing the right thing

We ensure we are doing the right thing by acting with honesty at all times. This includes when we are at work and in all situations where we are representing Multicap.

Every team member at Multicap holds a position of trust and is accountable for their actions. Our values and behaviours acknowledge where we have come from and where we are going, and unite us as one team that is successful together. We should actively show respect and appreciation for the efforts and results of others.

We expect all team members to:

- Keep customers at the centre of our work
- Behave in line with Multicap's agreed behaviours (I.B.R.A.G)
- Respect and follow the law
- Perform our roles in line with agreed expectations
- Disclose conflicts of interest to our leaders in a timely manner
- Uphold the United Nations Convention on the Rights of Persons with Disabilities
- Increase customer and public confidence in Multicap.

## What to do when something is not consistent with the Multicap Code of Conduct

All team members are expected to let someone know about anything that isn't consistent with our Code of Conduct as soon as possible. Usually you should let your leader know. If it involves your leader, then you should let your leader's line manager or a member of the Executive Leadership Team know.

When managing something that is inconsistent with the Code of Conduct, Multicap will:

- Make sure our customers' rights are upheld
- Make sure any person involved is supported and treated fairly
- Make sure the issue is addressed and resolved quickly
- Take action to prevent the issue being repeated in the future.

All team members must follow our Multicap Code of Conduct, and our policies, procedures, work instructions and other resources on page 9. Failure to do so may result in disciplinary action, up to and including termination of employment.

# OUR BEHAVIOURS

## I.B.R.A.G

We demonstrate these behaviours at work, at work-related social situations, or any situation where we are representing Multicap.

**I**

### Inspire Yourself & Your Team

- We are open to change
- We are resilient when faced with pressures or challenges
- We are team players
- We actively seek out opportunities for personal growth



#### Example:

Alex (a Disability Support Worker) works in a Multicap Community Hub. Alex's leader informed the team of some changes to the activities requested by customers that would require staffing changes. Despite being a little anxious about the changes, Alex was excited to hear about the new activities that customers had asked for. Alex offered to assist her leader in implementing the change and be a role model for other team members during the busy time.

**B**

### Be Accountable for Your Role

- We seek out Multicap's ways of working and perform our roles according to these ways of working
- We follow lawful and reasonable directions from our leaders
- We take proactive ownership, giving credit for success and being accountable for mistakes



#### Example:

Mandeep (a Disability Support worker) was working at another site where he was supporting a customer with a Positive Behaviour Support Plan. In the handover in the morning, he made enquiries about additional training he needed to successfully support the customer. Mandeep's leader facilitated an orientation to the site, the customer, and training around the Positive Behaviour Support plan so that Mandeep had the skills that he required.

**R**

### Respect & Value Functional Relationships

- We develop and maintain collaborative partnerships with team members and the community
- We treat everyone with dignity, courtesy and respect
- We contribute positively to an environment where everyone can work effectively



#### Example:

Nyala (a Service Leader) was working with the property team on finding a new home for a customer. She attended many meetings with the property team and other stakeholders. Upon completion, Nyala and other stakeholders reflected on the project and how they worked together. All stakeholders agreed it was a successful project because there was mutual respect, free and open communication, and all deliverables were executed on time.

# OUR BEHAVIOURS

A

## Add Life to Multicap's Sole Purpose

Our customers are at the heart of everything we do

We perform our roles in a positive and productive way

We are aware of our role responsibilities

We are committed to creating great customer experience



### Example:

Kalinda (a Service Leader) leads a Multicap Community Hub. Each day, Kalinda gathers the team for a quick huddle about key customer outcomes and encourages the team to share customer successes, upcoming events, and ways they can further enhance the lives of the customers. Kalinda's team use these huddles to understand what is important to customers and how each team member contributes.

G

## Give & Receive Constructive Feedback

We provide and seek out feedback from others to enable success

We have an open mindset – a desire to understand how others view and experience things

We focus on solutions and look for new and effective ways of working



### Example:

Sarah (a Disability Support Worker) was preparing for her Performance Conversation. During the conversation with her leader she was provided some feedback which surprised her. Sarah took the feedback on-board and made adjustments to her work behaviours, and sought out further feedback from her team members. During next Performance Conversation, Sarah's leader recognised the progress she had made in her behaviours.

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## People holding leadership roles

In addition to our shared responsibilities, people in leadership positions will be role models by:

- Listening to and supporting each of their team members to do the right thing
- Clearly assigning responsibility for outcomes and being available to discuss issues and clarify expectations
- Setting clear objectives and measures for their team members so they are successful in their roles
- Ensuring their teams actively work with others to achieve and enhance common goals which are aligned with our strategic plan.



# OUR ENVIRONMENT

## NDIS Quality and Safeguards Commission

The National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services. It has created a Framework which promotes the health, safety, and wellbeing of people with disability.

The Framework sets out acceptable, appropriate and ethical conduct, regulates NDIS providers, and provides national consistency. The Framework includes an NDIS Code of Conduct which applies to all NDIS team members. Multicap supports customers who access the NDIS and therefore the NDIS Code of Conduct also applies to all Multicap team members.

Multicap is committed to exceeding the requirements of the NDIS Code of Conduct.

To view the NDIS Quality and Safeguards Framework, please use the link on page 9 - Resources.

## United Nations Convention on the Rights of Persons with Disabilities

Australia is a signatory to The United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), an international human rights treaty intended to protect the rights and dignity of people with disability.

The NDIS Quality and Safeguards Commission Framework also promotes the obligations to the rights of people with disability set out in the UNCRPD. These rights are broad to account for the diversity of people with disability and their support requirements.

Multicap is committed to meeting the requirements of the UNCRPD.

To view the UNCRPD please use the link on page 9 - Resources.



# OUR COMMITMENT

**Multicap is committed to continuously improving and protecting the high standard of services for all our customers by creating an environment in which excellent service delivery thrives.**

We expect every Multicap team member to uphold the rights of people with disability, to provide excellent customer service, to do the right thing and act with honesty at all times.

To achieve this, our team members are expected to understand, comply with and continually update their knowledge of the Multicap Code of Conduct, Multicap's policies and procedures, and work instructions (our ways of working). Our team members also need to follow the NDIS Code of Conduct.

Thank you for meeting these expectations and for choosing to be part of Multicap's Circle of Support.





# RESOURCES

Links to relevant resources and websites can be found below:

## Multicap's Code of Conduct Policy

Click here or go to: [multicap.sharepoint.com/sites/multinet/internal-services/hr/Pages/Code-of-Conduct.aspx](https://multicap.sharepoint.com/sites/multinet/internal-services/hr/Pages/Code-of-Conduct.aspx)

## Access to all Multicap policies and procedures

Click here or go to: [multicap.sharepoint.com/sites/multinet/internal-services/hr/policies/Pages/default.aspx](https://multicap.sharepoint.com/sites/multinet/internal-services/hr/policies/Pages/default.aspx)

## Work Health and Safety Policy

Click here or go to: [multicap.sharepoint.com/sites/multinet/internal-services/hr/Documents/Policies/Policy%2006%20Health%20and%20Safety.pdf](https://multicap.sharepoint.com/sites/multinet/internal-services/hr/Documents/Policies/Policy%2006%20Health%20and%20Safety.pdf)

## Work Health and Safety procedures

Click here or go to: [multicap.sharepoint.com/sites/multinet/internal-services/hr/Documents/Forms/AllItems.aspx](https://multicap.sharepoint.com/sites/multinet/internal-services/hr/Documents/Forms/AllItems.aspx)

## NDIS Quality and Safeguards Framework

Click here or go to: [dss.gov.au/disability-and-carers/programs-services/for-people-with-disability/ndis-quality-and-safeguarding-framework-0](https://dss.gov.au/disability-and-carers/programs-services/for-people-with-disability/ndis-quality-and-safeguarding-framework-0)

## United Nations Convention on the Rights of Persons with Disabilities

Click here or go to: [un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html](https://un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html)



**MULTICAP<sup>®</sup>**

HIGH NEEDS DISABILITY SUPPORT

*all ways.always*

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