

Our Code of Conduct provides a framework that helps us display the conduct that reflects our commitment to the people we support, our communities and each other. This framework includes the importance of people’s rights, honesty, accountability, respect for others and upholding the law.

People should experience high quality services and support from Multicap Limited and its subsidiary entities. This Policy provides guidance to the Board, leaders, volunteers, contractors, and all workers so that people experience professional and consistent conduct when accessing services from us.

Scope:

This Multicap Group Policy (and related document/s) applies to Multicap Limited and all subsidiary companies, related entities, and affiliates anywhere in Australia.

We will:

- ✓ Respect each other, the people we support, and the communities we serve.
- ✓ Ensure that the people we support, their families and carers, and others in our communities experience professional and consistent behaviour and conduct from us.
- ✓ At all times exhibit fairness, impartiality, honesty, and equity in providing services to the people we support.
- ✓ Safeguard public trust and confidence in our integrity and professionalism.
- ✓ Ensure that the Code of Conduct framework sets clear guidelines for us, drives best practice and reflects the operational needs of each of the Multicap Group entities.
- ✓ Make sure that the Code of Conduct framework is generally consistent with community expectations.
- ✓ Make the Code of Conduct available to the Multicap Board, all subsidiary Boards, every leader, volunteer, contractor and worker and expect them to comply with it.
- ✓ Provide the Multicap Board, all subsidiary Boards, every leader, volunteer, contractor and worker with adequate training and learning opportunities so they are able to comply with the Code of Conduct.
- ✓ Review and take appropriate action when a breach of our Code of Conduct is identified or reported.

We recognise our responsibility to determine the course of action in any given situation that best meets our Code of Conduct. Our values underscore every decision we take and are an important part of what makes each of our entities different from others.

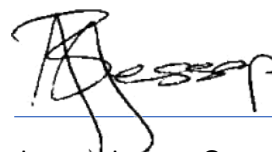
Our objective is maintaining high standards of conduct consistent with community expectations.

Accountability sits with the Group Chief Executive Officer who is accountable to the Board for the development and implementation of Code of Conduct, with ultimate responsibility sitting with the Board.

We will comply with all requirements of relevant legislation and uphold the United Nations Convention on the Rights of Persons with Disabilities.



Angela Tillmanns, Chair
February 2024



Joanne Jessop, Group CEO
February 2024