

# Preventing and Responding to Violence Abuse, Neglect, Exploitation & Discrimination

## Policy 8 | Version 5

**We have a zero-tolerance approach to violence, any form of abuse including sexual abuse, neglect, exploitation, or discrimination. We are committed to prevention, early intervention, and prompt responses.**

Multicap Group works tirelessly to uphold the human rights, safety, and wellbeing of our customers. This policy provides guidance to the Multicap Group Board, management, volunteers, and all staff regarding our zero-tolerance approach to violence, all forms of abuse, neglect, exploitation, and discrimination.

### 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:

- ✓ Ensure the safety and wellbeing of our customers is paramount.
- ✓ Create a positive culture of zero tolerance where abuse is proactively managed.
- ✓ Create and maintain a person-centred approach and culture of respect.
- ✓ Empower people with disability and encourage self-advocacy and speaking up.
- ✓ Provide different communication options to assist those who experience communication difficulties.
- ✓ Provide response systems to identify, report and respond promptly, adequately, and appropriately and without retribution to allegations of abuse.
- ✓ Fully cooperate with and learn from any external investigations.
- ✓ Provide information, training, instruction, supervision, and strong leadership to support our employees in understanding, identifying, preventing, and responding to abuse, neglect, exploitation, and discrimination effectively.
- ✓ Foster best practice through ongoing system review aimed at the elimination of violence, abuse, neglect, exploitation, and discrimination.

**We recognise** our customers, their families, representatives, and advocates join us in playing a significant role in both preventing the occurrence of abuse and speaking up to report abuse. We appreciate and value the contribution our customers make to our learning and improvement.

**Our objective** is always to maximize the wellbeing and human rights of our customers and create an environment and culture of respect which is reflected in our values and behaviours, recruitment practices, training, stakeholder engagement policy and everything else we do.

**Accountability** sits with the Chief Executive Officer who is accountable to the Board for the development and implementation of abuse policy and prevention and response procedures however everyone is responsible for preventing and responding to allegations of abuse.

*If you are aware or suspect instances of violence, abuse, neglect, exploitation, or discrimination please contact us immediately at [feedback@multicap.org.au](mailto:feedback@multicap.org.au)*



Angela Tillmanns, Chair  
30 June 2023



Joanne Jessop, CEO  
30 June 2023

