

Code of Conduct

Policy 11 | Version 7.2

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 Multicap Limited Board, all subsidiary Boards, leaders, volunteers, contractors, and all workers so that people experience professional and consistent conduct when accessing services from us.

Scope:

This policy (and related document/s) applies to Multicap Limited and its subsidiary companies, related entities, and affiliates anywhere in Australia (collectively referred to as the Vertaview Group).

Members of the Vertaview Group include Allinto Australia Limited, Arbourwell Limited, Multicap Limited, and Open Minds Australia Limited (we/us).

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 Vertaview 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 Limited Board, all subsidiary Boards, every leader, volunteer, contractor and worker and expect them to comply with it.
- ✓ Provide the Multicap Limited 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 Multicap Limited Board for the development and implementation of the Code of Conduct, with ultimate responsibility sitting with the Multicap Limited 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

May 2025



Damian Bell, GCEO

May 2025