

Multicap is committed to effectively engaging with our stakeholders as a way of discovering new opportunities and addressing issues. This Policy provides guidance for the Multicap Board, management and all staff regarding our approach to stakeholder engagement.

We will engage respectfully, openly and authentically with our stakeholders to ensure shared understanding, identify and address issues, and discover new opportunities to collaborate. Our stakeholders are groups or individuals who can influence or are impacted by our activities (either directly or indirectly) and include communities, government, government agencies and employees.

We will:

- ✓ consult with our stakeholders about decisions that affect them
- ✓ ensure our engagement activities are accessible and include a broad range of stakeholders
- ✓ be honest and respectful at all times to build strong relationships, partnerships and trust with stakeholders including potential customers, government, government agencies, donors, opinion leaders and future employees
- ✓ communicate in a relevant, inclusive, timely and responsive manner
- ✓ make decisions in an open and transparent way, providing feedback where appropriate in order to explain our decisions and how stakeholder input influenced the outcome
- ✓ be open to different views, needs and expectations as we continually improve our support services
- ✓ educate our workforce, contractors, business partners and others in regard to inclusion, diversity and cultural differences in our workplaces
- ✓ strive to provide mutually beneficial opportunities within the communities where we deliver services.

We recognise that not all issues, business decisions or projects provide the opportunity for broad consultation and Multicap will balance its strategic priorities, legislative responsibilities and other commitments with our stakeholder engagement activities.

Our objective is to value the expertise, knowledge and experience that stakeholders contribute and we aim to access this to make the best informed decisions in relation to our strategic priorities, policies, procedures and operations.

Accountability sits with the Chief Executive Officer who is accountable to the Board for the delivery of high quality customer service and support.

We will comply with all relevant legislative, regulatory and legal requirements.



Michael Roche
Chair
March 2019



Joanne Jessop
Chief Executive Officer
March 2019