

Multicap will create and maintain a workplace culture that values and enables all employees and volunteers to have a positive experience across all stages of their employment with Multicap. This policy provides guidance for the Multicap Board, management and all staff regarding our aim to be an employer of choice.

We are committed to valuing and respecting our employees and will create and maintain a positive culture and promote integrity, fairness, inclusion, accountability and consistent decision making across all Multicap workplaces enabling us to deliver high quality customer service.

We will:


- ✓ Have fair, equitable and transparent attraction and retention processes to ensure we employ engaged and competent staff.
- ✓ Effectively communicate processes and procedures to all employees and volunteers to improve accountability and role expectations, and assist them be successful in their roles.
- ✓ Regularly measure employee engagement and take actions to continually improve engagement levels and maintain a positive workplace culture.
- ✓ Encourage and value employee participation, diversity and inclusion in all workplaces.
- ✓ Continuously improve our human resource systems and processes to maximise efficiency and effectiveness so our employees can focus on their key roles in support of our customers
- ✓ Provide role related learning, development and career enhancement opportunities to nurture our employee's capabilities and enhance the provision of quality supports to our customers.
- ✓ Ensure our employee recognition and benefits programs and our leadership behaviours inspire and motivate our employees in their actions and dealings with others.
- ✓ Actively seek and act on feedback from our employees to improve services to customers and people's overall workplace experience.

We recognise that attracting and retaining skilled, engaged and competent employees is key to Multicap's ability to provide high quality customer service and support.

Our objective is to ensure every person who works for Multicap has a positive employee experience resulting in our reputation as an employer of choice being enhanced.

Accountability sits with the Chief Executive Officer who is accountable to the Board for employee engagement, employee well-being and organisational culture. Management and control of all people and culture functions is vested to the Chief Employee Experience Officer.

We will comply with the requirements of all relevant employment legislation including industrial relations, anti-discrimination, and equity.



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Michael Roche
Chairperson
May 2019



Joanne Jessop
Chief Executive Officer
May 2019