

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

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.

### 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.

**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.

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

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*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)*

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**Angela Tillmanns**  
Chair  
May 2021

  
**Joanne Jessop**  
Chief Executive Officer  
May 2021

