

Customers should experience high quality services and support from Multicap. This Policy provides guidance to the Multicap Board, leaders, volunteers, contractors and all employees so our customers experience professional and consistent conduct when accessing services from us.

Our Code of Conduct provides a framework that helps us display the conduct that reflects our commitment to our customers, our communities and each other. This framework includes the importance of customers' rights, honesty, accountability, respect for others and upholding the law.

We will:


- ✓ Respect each other, our customers and the communities we serve.
- ✓ Ensure that our customers, families, and others in our communities experience professional and consistent behaviour and conduct from Multicap employees, volunteers and contractors.
- ✓ At all times exhibit fairness, impartiality, honesty and equity in providing services to our customers.
- ✓ Safeguard public trust and confidence in the integrity and professionalism of our employees.
- ✓ Ensure that the Code of Conduct framework sets clear guidelines for our employees, drives best practice and reflects the operational needs of Multicap.
- ✓ Make sure that the Code of Conduct framework is generally consistent with community expectations.
- ✓ Make the Code of Conduct available to every employee, volunteer and contractor and expect them to comply with it.
- ✓ Provide every employee 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 Multicap's Code of Conduct. At Multicap our values underscore every decision we take and are an important part of what makes our organisation different from others.

Our objective is maintain high standards of conduct consistent with community expectations.

Accountability sits with the Chief Executive Officer who is accountable to the Board for the development and implementation of Code of Conduct, with ultimate responsibility sitting with the Board.

We will comply with all requirements of relevant legislation and uphold the United Nations Convention on the Rights of Persons with Disabilities.



John Gallimore
Chair
May 2020



Joanne Jessop
Chief Executive Officer
May 2020

