

Multicap is committed to creating workplaces that are fair and inclusive, that enable people with all abilities to thrive and achieve their goals, and that reflect the diversity of our customers and employees. This policy provides guidance for the Multicap Board and our workforce regarding our aim to treat people as individuals and value their differences.

We are committed to diverse ways of thinking and working, and to continual improvement of customer services and support from access to a broader range of ideas and insights drawn from a diverse range of backgrounds and perspectives.

### We will:

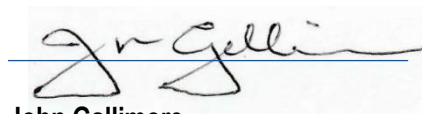
- ✓ Embrace and value the diversity of our customers and employees, including age, gender, gender identity, ability and disability, ethnicity, race, sexual orientation, nationality and religion.
- ✓ Ensure that our business practices, systems and processes do not prevent people from having equal opportunity within Multicap.
- ✓ Plan, design and deliver culturally appropriate services and supports, and create diverse workplaces to ensure we meet the needs of the customers and communities we support.
- ✓ Educate, promote and create an environment that welcomes, supports and actively encourages an inclusive workplace for people with all abilities.
- ✓ Respect and value the contributions of our culturally and linguistically diverse staff, and our Aboriginal and Torres Strait Islander staff who bring a vast range of experiences and capabilities that add value to our services.
- ✓ Provide a safe, open and accepting environment that supports people of all gender identities and sexual orientations.
- ✓ Create a supportive and enabling culture that recognises the diversity of each person's contribution, and provides opportunities for leadership, career development, flexible work and equal participation.
- ✓ Engage in ways to retain the corporate knowledge and career experience of our mature workforce, while facilitating representation and developing the skills of our younger workforce.

**We recognise** and celebrate diversity and inclusion and recognise the innovation and service quality it brings.

**Our objective** is to provide services and workplaces that are inclusive and representative of the diversity of our customers and communities we support.

**Accountability** sits with the Chief Executive Officer who is accountable to the Board for giving effect to the Diversity & Inclusion Policy.

**We will comply** with the requirements of all relevant legislation and ensure staff are regularly educated in relation to anti-discrimination and equal employment opportunity.



**John Gallimore**  
Chair  
December 2019



**Joanne Jessop**  
Chief Executive Officer  
December 2019

