

Customer Service

Policy 2 | Version 4.1

We are focused on enhancing the lives of our customers and clients through our support. We will continually look for ways to improve quality and add value to the services and support people choose to access from us.

Great customer service is a priority for Multicap Limited and its subsidiaries so that our customers and clients, and the people they choose to represent them, are satisfied with our support. This Policy provides guidance to the Multicap Limited Board and all subsidiary boards, management, and workers regarding our expectations around delivering high quality customer experiences.

Scope:

This policy (and related document/s) applies to Multicap Limited and its subsidiary companies, related entities, and affiliates anywhere in Australia (collectively referred to as the Vertaview Group).

Members of the Vertaview Group include Allinto Australia Limited, Arbourwell Limited, Multicap Limited, and Open Minds Australia Limited (we/us).

We will:

- ✓ Design and deliver our services in a person-centred way, enabling each customer, and the people they choose to represent them, to exercise choice and control through the provision of clearly articulated and documented service and support options.
- ✓ Support each customer's needs by delivering professional, individual, high-quality service and support.
- ✓ Ensure we recognise and respond to the diverse and changing support needs of our customers.
- ✓ Be respectful, professional, helpful, responsive, and courteous at all times.
- ✓ Be open, transparent, and proactive in our communication and information provision and ensure it occurs in a way which best suits each person's individual needs.
- ✓ Listen to and be responsive to feedback and complaints from each customer and their representatives and encourage their participation in seeking resolution.
- ✓ Support our customers to maintain, and where possible, improve their health and wellbeing.
- ✓ Embed a human rights-based approach to services and support for our customers, ensuring they are aware of their rights and responsibilities and provide informed consent.
- ✓ Incorporate mechanisms for the participation of customers and their representatives in the development, delivery, and evaluation of services.
- ✓ Promote an optimal quality of life with services aimed, where possible, to facilitate sustained personal development.
- ✓ Maintain a high standard of customer service by investing in our workers and engaging with them on service quality.

We recognise that different customers have different needs requiring flexibility in the support we offer. Our customer service may extend to connecting people to an extensive range of services available in the community.

Our objective is to enhance the lives of customers that choose our services. We will achieve this by respecting their rights, privacy, and dignity, while understanding and providing services that satisfy their needs and support them to achieve their goals and aspirations.

Accountability sits with the Group Chief Executive Officer who is accountable to the Multicap Limited Board for the delivery of high-quality customer service and support. We will hold ourselves and each other accountable for our commitment to high quality customer services and support.

We will comply with all relevant legislative, regulatory, and legal requirements and uphold the United Nations Convention on the Rights of Persons with Disabilities.



Angela Tillmanns, Chair

May 2025



Damian Bell, GCEO

May 2025