

Multicap Group

Modern Slavery Statement

31 December 2023



Introduction

Multicap Group entities are leaders in high needs disability support and mental health services. We create opportunities and champion possibilities for people with disability and mental illness.

This Statement is submitted as a joint statement in accordance with the *Modern Slavery Act 2018* (Cth). It is submitted by Multicap Limited (ABN 40 120 240 686) on behalf of the Multicap Group, which includes its subsidiary entities Allinto Australia Limited (ABN 84 655 217 691), Arbourwell Limited (ABN 48 655 217 913) and Open Minds Australia Limited (ABN 19 009 687 030) for this reporting period.

Multicap is based in Brisbane, Queensland and operates domestically in all States across Australia.

Our combined workforce of more than 2,300 skilled committed staff is our strength. Our entities work towards the same important outcomes where the people we support are delighted by our service, we have a skilled engaged workforce, we strive for practice excellence and we maintain sustainable growth. We achieve this through centralised leadership and governance policies. All entities in the Group were consulted in the drafting of this statement.

About Multicap Group

We provide individualised support, experiences and opportunities for more than 8000 customers across Australia. While we have grown and diversified, we are bringing people together for a shared purpose. We are driven by our passion for every individual's right to connect and realise the possibilities available to them so that they can have a good life.



Allinto provides support for people in navigation of complex human services systems



Arbourwell provides specialised housing and tenancy support for people accessing disability or mental health services



Multicap Limited provides disability services, with particular focus on complex needs support through community hubs, employment, social experiences, and accommodation.



Open Minds provides community mental health services and support during key moments of life changes and psychosocial disability services.

Both Open Minds and Multicap Limited provide short term accommodation, supported independent living, in home support, community access, and behaviour support services.

All entities within the Multicap Group are not-for-profit organisations, incorporated as public companies limited by guarantee and domiciled in Australia. All entities are registered charities and public benevolent institutions with the Australian Charities and Not-for-profits Commission.

Our History

Multicap Group was established following the merger between Multicap Limited and Open Minds in October 2021. Our strong commitment to broaden high quality supports for our customers led to the separation of services and development of two additional entities in 2022, Arbourwell for high quality accommodation, and Allinto for independent support coordination.

Allinto was registered as a charity and NDIS support coordination agency in 2023 and operates independent of other disability and mental health services and supports.

Multicap Limited was established in 1962 by five families needing support for their young children with complex needs and has grown and evolved into an organisation with a broad service offering.

Open Minds began supporting the community in 1912 as the Queensland Wattle Day League. With a firm focus on mental health, the Queensland Wattle Day League changed its name to Open Minds in 2003.

Both Multicap and Open Minds have a rich history created from humble beginnings. Our combined 170-year history and legacy gives us a solid foundation to overcome challenges and create efficiencies and improvements to help the people we support live quality lives.

Our Supply Chains

To support our customers and clients, we purchase goods and services from more than 1,700 suppliers. Of these, one percent are based internationally, 74% are Queensland based and the remaining 25% are based across Australia. The majority of our procurement expenditure is to engage contractors for property maintenance services for the 162 properties that we own or operate across Australia. The majority of our suppliers are shorter-term providers, who are engaged to complete small maintenance jobs. We are moving towards engaging suppliers on a longer-term basis.

Our supply chain categories include:

- property management including maintenance, rent and utilities
- consultancy services
- building and construction services
- fleet management services
- training and education
- information and communications technology
- uniforms; and
- consumables.

Our total annual procurement spend is approximately \$28m. This has increased from previous years due to the merger of 4 businesses into our operations and significant expenditure on digital projects and the construction of dwellings.

Multicap's largest categories of spend include information and communications technology, clinical and therapeutic goods including personal protective equipment, temporary labour hire, cleaning and property management including maintenance and utilities. The risks associated with labour hire related to disability support workers and allied health professionals has been identified as low. Controls in place to minimise any risk include regulatory requirements of industrial relations laws and use of contracted agencies with relevant expertise who are able to meet legislative requirements.

Additional risks which Multicap may potentially be exposed to through its operations, include supply chains relating to cleaning, property maintenance or construction contractors and consumable goods and electronics produced overseas. Controls in place to reduce related risks include using preferred suppliers, ensuring suppliers have Modern Slavery Statements in place and knowing the country of origin of their products. We continue to be committed to enhancing our modern slavery risk identification, mitigation and controls.

Our Actions

Multicap Group maintains a continuous improvement approach to modern slavery risks and continues to strengthen our understanding of human rights issues as they apply to our organisations. Our key focus areas for 2022-2023 included:

- Continuing to review our Policies to ensure our commitment to human rights and the elimination of modern slavery practices is clearly articulated.
- Continuing to analyse the risk in our supply chain in response to organisational growth and diversity of service provision and associated supply chains.
- Progressing the procurement framework that incorporates a risk-based assessment of suppliers, a statement of our commitment to the elimination of modern slavery to current and future suppliers, a supplier code of conduct, contractor onboarding and review our terms of engagement of contractors and terms and conditions of purchase of goods and services to incorporate our expectations regarding modern slavery.
- Promoting awareness for relevant employees involved in managing associated risks by developing and activating internal human rights and modern slavery awareness training.

Effectiveness of Our Actions

In 2022-2023, the Multicap Group invested significant time and resources to helping the organisation understand the human rights of the people who receive our services. This involved a review of our policies with a view to enlivening human rights and make it the core of all decision making. We aimed to identify opportunities for people to discuss, explore and advocate for their human rights.

The Group aims to act in a manner whereby the human rights of all people we interact with are respected and limitations placed on rights are not undertaken without appropriate consideration. We have developed a human rights analysis which will be applied to all policies, procedures and work instructions that we review.

We have enhanced the Multicap Feedback and Complaints Management Operational Policy which supports our customers to raise concerns, if they feel comfortable to do so, including concerns regarding human rights for the services we provide to them and that we engage others to provide to them.

To support this work, Multicap developed and implemented a training module on human rights, which was mandatory for all senior leaders in the organisation.

The work completed in 2022-2023 allows the Multicap Group to build our people's understanding of the international standards of human rights and their capability to identify rights and any limitations placed upon them.

Proposed Actions

Our focus is on the continual improvement of our processes to minimise the risk of modern slavery. In 2023-2024, Multicap Limited will:

1. Review and update the risk analysis of our supply chains
2. Enhance our procurement framework by:
 - a. Reviewing our modern slavery risk management action plan
 - b. continuing to review our policies and procedures to ensure our commitment to human rights and the elimination of modern slavery practices is clearly articulated
 - c. Develop a Supplier Code of Conduct
 - d. Develop standard contract terms for all contracts
 - e. Develop a supplier questionnaire and audit some high-risk suppliers
 - f. Review the contractor onboarding process for our long term suppliers
 - g. Ensure oversight by the Board's Risk and Quality Committee
3. We will build upon the human rights work we completed in 2022-2023 by enhancing our modern slavery training.

This statement was approved by the board of Multicap Limited as the parent entity on 15 December 2023.



Angela Tillmanns
Multicap Limited Board Chair
15 December 2023

Multicap acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of this nation, and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.