

Code of Conduct

Policy 11 | Version 8

Our Code of Conduct provides the standard for how we work and interact. It reflects our commitment to the people we support, our communities and each other. We uphold people's rights, act with honesty and accountability, treat others with respect, and uphold the law in all that we do.

This Policy provides guidance to the Vertaview Limited Board, all subsidiary Boards, workers, students, volunteers, and contractors so that people experience professional and consistent conduct when accessing services from us. We will ensure our actions reflect our commitment to quality, respect and accountability in every interaction.

Scope:

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

We will:

- ✓ Respect each other, the people we support, and the communities we work within.
- ✓ Ensure that all people accessing our services, their supporters and our communities experience professional and consistent behaviour and conduct from us.
- ✓ Be fair, impartial, honest, and demonstrate equity in providing services.
- ✓ Safeguard public trust and confidence through our integrity and professionalism.
- ✓ Ensure that our people conduct themselves inline with our values, processes, policies and procedures.
- ✓ Ensure that the Code of Conduct sets clear guidelines for us, drives best practice, aligns with external Code of Conduct requirements, and reflects the operational needs of our Group.
- ✓ Make sure that the Code of Conduct is consistent with community expectations.
- ✓ Make the Code of Conduct available to all.
- ✓ Provide the Vertaview Limited Board, all subsidiary Boards, every leader, volunteer, contractor and worker with adequate training so they can comply with the Code of Conduct.
- ✓ Review and take appropriate action when a breach of the Code of Conduct is identified or reported.

We recognise our responsibility to determine the course of action in any given situation that best meets our Code of Conduct. Our values underscore every decision we make and are an important part of what makes our Group different from others. In addition to this Policy, each entity within the Vertaview Group maintains an entity specific Code of Conduct which adopts these principles and articulates how they apply to the entity.

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

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

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



Angela Tillmanns, Vertaview Limited Chair
February 2026



Damian Bell, Vertaview Group CEO
February 2026