

Customer Service

Policy 2 | Version 5

We are committed to enhancing the lives of our customers through the services we provide.

Vertaview Group recognises customer service as a core priority. We are committed to ensuring that our customers, and the people they choose to represent them, are satisfied with the services we provide.

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:

- ✓ Design and deliver services in a person-centred way, enabling each customer, and the people they choose to represent them, to exercise choice and control through clearly defined and documented service options.
- ✓ Deliver professional, responsive, and high-quality services that are tailored to each customer's needs.
- ✓ Recognise, respect, and respond to diverse, evolving, and individual needs of our customers.
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- ✓ Ensure communication is open, transparent, proactive, and delivered in ways that meet each customer's individual preferences and needs.
- ✓ Act with respect, professionalism, responsiveness, courtesy, and integrity at all times.
- ✓ Actively seek, listen to, and respond to feedback and complaints from customers and their representatives, and encourage their participation in achieving resolution and continuous service improvement.
- ✓ Support customers in their wellbeing, and quality of life.
- ✓ Uphold and promote human rights in all aspects of service delivery, ensuring customers are aware of their rights and responsibilities and are enabled to provide informed consent.
- ✓ Promote a high and meaningful quality of life through services that empower each customer to live in a way that reflects their individual preferences, goals, and choices.
- ✓ Maintain high customer service standards by investing in the capability, engagement, and development of our workers.
- ✓ Incorporate mechanisms that enable the meaningful participation of customers and their representatives in the design, delivery, and evaluation of services.

We recognise that customers have diverse needs and preferences, and we are committed to delivering flexible, responsive services. Where appropriate, our approach to customer service includes connecting individuals with a broad range of resources available within the community.

Our objective is to enhance the lives of customers who choose our services. We will achieve this by respecting each person's rights, privacy, and dignity, and by delivering services that are responsive to their needs, preferences, and goals.

Accountability for the delivery of high-quality customer service and support rests with the Vertaview Group Chief Executive Officer, who is accountable to the Vertaview Limited Board. All Boards, management, and workers share responsibility for upholding this commitment and will be held accountable for maintaining high standards of customer service.

We will comply with all applicable legislative and regulatory requirements and uphold the principles and articles of the Universal Declaration of Human Rights.

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Angela Tillmanns, Vertaview Limited Chair
September 2026



Damian Bell, Vertaview Group CEO
September 2026