



Modern Slavery Statement

FY2024-2025

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Introduction

UnitingCare opposes exploitative practises that violate an individual's dignity and human rights in all forms

As an outreach of the Uniting Church, our mission is to improve the health and wellbeing of individuals, families, and communities in need. We speak out for fairness and justice, and care with compassion, innovation, and wisdom.

This statement is submitted as a single reporting entity statement in accordance with the Modern Slavery Act 2018 (Cth). It is submitted by UnitingCare Queensland Limited ABN 84 675 001 493, trading as BlueCare, UnitingCare Health and UnitingCare Community, which are collectively referred to in this statement as UnitingCare. This statement describes the steps taken by UnitingCare to prevent, detect and respond to modern slavery risks in our operations or supply chain during the financial year ending 30 June 2025.

Our approach

This sixth statement was developed in consultation with UnitingCare's business units and support functions. Over the reporting period, we increased organisational awareness to strengthen our risk identification and controls and promoted greater understanding of responsible personal spending. We identified new modern slavery risks within our supply chain and worked collaboratively with the relevant suppliers to address and mitigate these risks. Modern slavery risk management at UnitingCare is overseen and endorsed by executive leadership and approved by the Board. The Audit, Risk and

Compliance Committee, a sub-committee of the UnitingCare Board, has responsibility for overseeing UnitingCare's response to modern slavery risks.

Key areas of focus for FY2024/25

- Addressed identified gaps and opportunities in our risk assessment by implementing targeted mitigation strategies logged in our Risk Management system.
- Conducted additional supplier assessments to strengthen suppliers' understanding of and response to modern slavery risks.
- Expanded internal awareness of modern slavery – what it is, how it occurs, and the actions we can take to mitigate our impact.

Key areas of focus for FY2025/26

- Explore opportunities to expand our data enablement approach in collaboration with other Uniting entities.
- Continue assessing high-risk suppliers and work with them to strengthen our response to modern slavery risks.
- Maintain a focus on influencing positive change in staff members' personal spending habits.

Who we are

For more than a century, UnitingCare Queensland has stood beside Queenslanders in times of need as a trusted partner – offering care, compassion and connection. As an outreach of the Uniting Church Queensland Synod, our mission is deeply rooted in faith, community and a belief that every person deserves the opportunity to live life in all its fullness.

Today, we are one of Australia's largest charities, delivering health, aged care, retirement living, disability and community services to thousands of individuals and families across Queensland.

From bustling cities to remote communities, our reach spans more than 460 locations, including hospitals, aged care homes, retirement villages, crisis support centres, Lifeline retail outlets and disability services.

We will continue to build on our legacy of delivering community services run by the Presbyterian, Methodist and Congregational churches, which united in 1977 around their shared mission.

Values

Our values are core to how we deliver our services and are informed by over 100 years of service delivery inspired by the mission of Christ.



Compassion:

Demonstrating understanding and empathy for others, to bring holistic care, hope and inspiration



Respect:

Accepting and honouring diversity, uniqueness and the contribution of others



Justice:

Focusing on the needs of people we serve and working for a fair, just and sustainable society

Numbers at the heart

Employees: 16,783

Volunteers: 9,340 contributing 1,260,077 hours during FY2024/25

Aged Care and Community Services:

- 4,959 residents living in...
- 39 aged care homes
- 55,341 community clients supported

Family and Disability Services (FaDS):

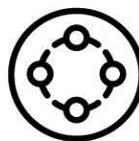
- 348,202 services provided to families and individuals
- 1,605 children and young people supported in out-of-home care
- 2,495 people living with a disability received personal support (including QCSS clients)
- 177,540 contacts were made to the Lifeline Crisis Support lines
- 5,855 calls to the Aboriginal & Torres Strait Islander crisis support line 13YARN

Hospitals:

- 148,746 patient admissions
- 53,309 emergency department presentations
- 90,435 procedures
- 376,578 patient bed days

Retirement Living

- 32 Retirement Villages
- 2,455 individual homes



Working Together:

Appreciating the richness of individual contributions, partnerships and teamwork



Leading Through Learning:

Encouraging innovation and supporting learning.

Our operations

Our services help people throughout Queensland

During the reporting period, we positively impacted the lives of more than 430,000 individuals, families and communities across 460 locations.

Our Services

Aged Care and Community Services (BlueCare)

- In home and community aged care services, including:
 - Generalist and specialist nursing
 - Dementia care
 - Allied health services
 - In-Home care packages
 - Personal care, social support and domestic assistance to people in their own homes
- Residential aged care services
- Respite care
- Retirement living
- Advisory service

UnitingCare Family and Disability Services (FaDS)

- Community recovery (including Farmer to Lifeline Farmer)
- Lifeline Crisis Support (including 13YARN)
- Lifeline retail (shops and online)
- Counselling (for children, families, couples and dispute resolution)
- Financial resilience and wellbeing

- Family protection including men's behavioural change programs
- Out of Home Care Services (foster and kinship care, and residential care)
- Homelessness, domestic and family violence support
- Elder Abuse Prevention Unit
- Early childhood Approach Program
- NDIS Supported Independent Living community, social and economic participation
- Disability Employment Services including Project Search

UnitingCare Hospitals

- The Wesley Hospital
- St Andrew's War Memorial Hospital
- St Stephen's Hospital – Hervey Bay
- Buderim Private Hospital

Outsourced operations

IT support and systems maintenance for UnitingCare are primarily delivered through a Managed Services Provider from Bangalore and Chennai in India, Manilla in the Philippines as well as Brisbane in Australia. UnitingCare has seen an increase in SaaS (Software as a Solution) usage as part of our digital transformation, where these providers mainly use Amazon and Microsoft cloud hosting service as part of their "Service" offering.

Policies

Our commitment to mitigating modern slavery is supported by a comprehensive framework of policies and procedures, including but are not limited to...

Risk Management Framework: supports a risk-based approach to our operational and supply chain risk management, key decision making and compliance obligations.

Code of Conduct: outlines expected behaviour for employees, volunteers and contractors, aligned with legal, professional, social and ethical standards, and the values of UnitingCare. This includes a clear rejection of modern slavery.

Human Rights Policy: affirms our commitment to respecting and upholding human rights, including protection from slavery. We seek to partner with entities that share these principles.

Whistleblowing Policy: encourages high standards of governance and ethical behaviour and provides a safe mechanism for reporting concerns related to modern slavery open to anyone.

Safeguarding Commitment Statement: outlines our organisational commitment to protecting all individuals that interact with UnitingCare, speaking out for fairness and justice and outlines how our values guide our interactions with all people.

Enterprise Compliance Schedule: defines key instruments with legislative obligations relevant to UnitingCare, including the Modern Slavery Act 2018 (Cth).

Child Safe Child Friendly Risk Management Framework: sets out the overall policy guiding the safety of children in contact with UnitingCare and subsidiary

entities and how we will understand and mitigate risk across our organisation.

Procurement and Supplier Contract Management Policy: establishes socially responsible and ethical procurement practices, with updated procedures to improve due diligence and management of modern slavery risks.

Supplier Code of Conduct: establishes socially responsible and ethical procurement practices, with updated procedures to improve due diligence and management of modern slavery risks.

Recruitment Policy: describes the agency practice verification processes required before employment agencies will be retained to source employees both permanently and on short term contracts.

Investment Management Strategy: outlines ethical investment principles, prohibiting investments that cause social injury, infringe human rights, or exploit individuals.

Fundraising Policy: ensures donations align with UnitingCare's ethics, values and strategy, and that fundraising activities are transparent, ethical and consistent with our charitable purposes.

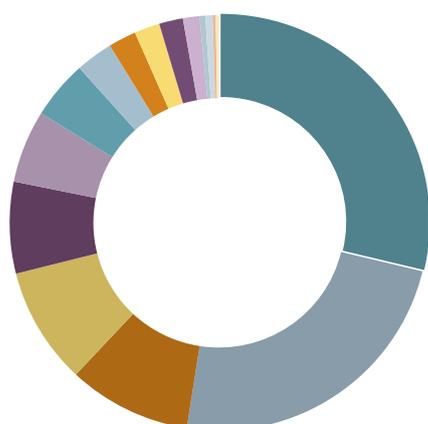
Fundraising and Gift Acceptance Policy: outlines the expectations and obligations required when undertaking activities designed to raise funds or receiving gifts on behalf of the Uniting Church in Australia, Queensland Synod ("Church"). This Policy supports the Church's vision, mission, and ministry within the Queensland Synod.

Our supply chains

UnitingCare's procurement and contract management activities are delivered through a centre-led procurement operating model in partnership with business units and support functions

UnitingCare manages approximately 8,126 suppliers with a total spend in excess of \$780 million.

Our supply chains are diverse with goods and services being purchased from domestic suppliers in remote, regional and metro areas, as well as international suppliers in New Zealand, United States of America, Canada, United Kingdom, Netherlands, India, China, Singapore, Pakistan, Malaysia and Solomon Islands.



- Prosthetics
- Medical Consumables
- Temporary Labour
- Information, Communication and Technology
- Facilities Management
- Medical Equipment
- Food and Beverages
- Medical Services
- Cleaning services
- General Business expenses
- PALM workers
- Pharmaceuticals
- Janitorial Supplies
- Lifeline Retail purchases
- Apparel

Our spend categories

The purchase of medical goods, services and equipment is our largest category of spend making up 34% of our spend (\$263m). Spend within the medical category comprises of the following sub-categories:

- Prosthetics – 46.8%
- Medical Consumables – 38.6%
- Medical Equipment – 9.2%
- Medical Services – 4.7%
- Pharmaceuticals – 0.7%

The non-medical category makes up 66% of our spend (\$517m) and comprises of the following sub-categories:

- Temporary Labour 15.5%
- Information, Communication and Technology 14.8%
- Facilities Management 11.6%
- Food and Beverages 7.4%
- Cleaning services 3.5%
- General Business expenses 3.2%
- PALM Workers 3%
- Fleet 2.1%
- Janitorial supplies 0.9%
- Lifeline Retail purchases 0.4%
- Apparel 0.4%
- Other spend and tail spend 37.2%

Modern slavery risks

UnitingCare actively manages risks within its operations and supply chains

UnitingCare has a dedicated Modern Slavery Working Group that meets quarterly to champion the identification and mitigation of modern slavery risks across the organisation.

The group includes representatives from Central Procurement, Hospitals Procurement, Fleet, Aged Care and Community Services, Family & Disability Services, Lifeline Retail, Property, Safeguarding, Risk and Assurance, Policy & Compliance, People & Culture, Digital & Technology, Treasury, Fundraising and Mission.

Each year, the Working Group reassesses modern slavery risks in our operations and supply chains to ensure our approach remains effective and responsive.

Our operational risks

There is a low-risk exposure that UnitingCare may cause, contribute and/or be directly linked to modern slavery practices through:

- Bequests and donations we receive
- Investments we hold
- Workers we engage through external agencies
- Chaplaincy services such as forced marriage officiation

These were largely assessed with a low residual risk due to the stringency and rigour of our due diligence, engagement

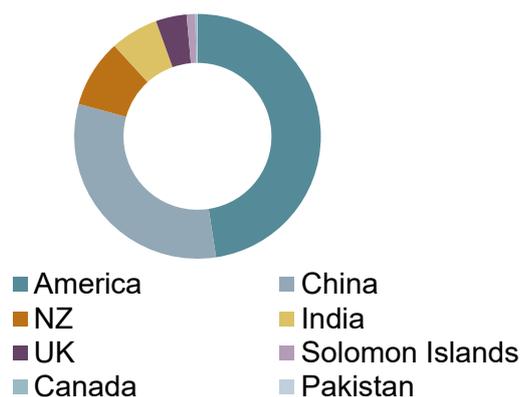
terms and governing policies and procedures. We are continuing to monitor and mitigate risks in these operational areas.

Our supply chain risks

UnitingCare has suppliers in countries with a high risk of modern slavery, including India, China, Pakistan and Malaysia - 0.0007% of spend. We maintain regular engagement with these suppliers to raise awareness and develop action plans to mitigate any modern slavery risks.

We do not yet have full visibility or mapping of our extended supply chain (i.e. indirect third parties), but this remains a priority and ongoing area of work.

Table 1: \$1.62m spent in FY25 with countries based overseas



Supply chain due diligence

We continue to mature our supply chain assurance programme through several key initiatives. Progress on these initiatives are below:

- Supplier Code of Conduct and contractual provisions requiring adherence to modern slavery laws implemented with over 1,400 suppliers and embedded within our standard processes and templates (17% of our supplier base).
- 70% of legacy contracts have been replaced with new terms and conditions or varied to include relevant modern slavery clauses.
- Due diligence questions asked within both our tenders (18 tenders over the last financial year) and our general contractor onboarding processes – to ensure suppliers take reasonable steps to minimise modern slavery risk.
- Used a third-party global platform to assess category, supplier, and product-level risks across 60% of spend.
- Investigated all media alerts received (10+) from the third-party global platform with 100% resolution via support from Working Group members.
- Held over 35 supplier performance meetings where modern slavery was a standing agenda item, allowing for the review of identified risks and follow up actions.
- 3 new high-risk suppliers completed lengthy assessment questionnaires (300 questions) with identified risks and mitigation actions – tracked and discussed in regular supplier performance meetings, not just within Central Procurement but the broader business as well.
- 80% of relevant staff members have completed refresher training on identifying and addressing modern slavery risks in multiple forums – in person, e-learning module, email.
- Held a broad UnitingCare modern slavery ‘year in review’ meeting with over 80 attendees aimed at deepening awareness and promoting practical actions individuals can take in their personal and professional spending habits.
- Established a banned-suppliers list that includes Shein, Temu and Ansell Gloves. Updated our Procurement Card training to highlight this policy, as these suppliers can only be purchased through this channel.

We are committed to working closely with our suppliers to strengthen and expand our approach to identifying, assessing, and mitigating modern slavery risks. The progress we have made provides a strong foundation, and we will continue to build on this momentum – embedding these practices into our policies, procedures, and training to ensure lasting impact.

Modern slavery stands in direct opposition of our mission to help people “live life in all its fullness”.

We are dedicated to taking concrete, meaningful actions to minimise the risk and impact of modern slavery and human trafficking within our organisation and across our supply chain.

Grievances and remediation processes

UnitingCare is committed to the protection and respect of human rights across our business and supply chains. Where we identify that UnitingCare has contributed to or benefited from adverse impacts on human rights such as modern slavery, we will seek to address and remediate the issues internally and with suppliers as appropriate in the circumstances.

We provide several mechanisms for employees and third parties to anonymously report suspected or actual illegal activity or breaches of UnitingCare policies, including through our staff and Supplier Code, Whistleblowing Policy and Human Rights Policy.

Employees and third parties have access to our independent Integrity Hotline or raise concerns via our website. UnitingCare supports anonymous reporting through these means.

Where risks are identified in our supply chain, our preferred approach is to work with suppliers to develop a corrective action plan with agreed timeframes rather than terminating supplier arrangements.

Training

Internal and external awareness of modern slavery and how to spot the signs has been facilitated with operational areas that have highest risk of modern slavery impacts.

Management have participated in modern slavery workshops focused on the oversight and management of modern slavery risks.

The Supplier Code has been communicated to key stakeholders and to new and renewed contracted suppliers to ensure understanding and participation in reducing modern slavery risk.

We will continue to expand our supplier education and engagement activities through supplier performance management.

Metrics FY2024-25

- Percentage of contracts that include modern slavery clauses: 83%
- Number of supplier self-assessment reviews and the number of open and closed findings: 3
- Number of actions taken to work with suppliers to improve their capacity to respond to modern slavery risks: 9
- Number of whistleblowing alerts raised during the year: 0
- Number of human rights complaints raised during the year: 0
- Number and proportion of complaints resolved through our grievance mechanism: 0

Our commitment

UnitingCare remain committed to identifying, preventing, and addressing modern slavery risks across our operations and supply chains

Through ongoing collaboration, transparency and continuous improvement, we will work to ensure our business upholds the highest ethical and human rights standards to the best of our ability.

In keeping with our mission to help people live life in all its fullness, we reaffirm our commitment to act with integrity, compassion and justice as we work to avoid contributing to all forms of modern slavery.

The information in this Statement is accurate and complete to the best of our knowledge.

We monitor our progress in addressing modern slavery risks using the following metrics:

- Percentage of contracts that include modern slavery clauses.
- Number of supplier self-assessment reviews and the number of open and closed findings.
- Number of actions taken to work with suppliers to improve their capacity to respond to modern slavery risks.
- Number of whistleblowing alerts raised during the year.
- Number of human rights complaints raised during the year.
- Number and proportion of complaints resolved through our grievance mechanism.

This Statement was approved by the UnitingCare Queensland Board.

Jim Demack

Chair of the Board
UnitingCare Queensland