

The background features several stylized hand icons in green, orange, and blue, arranged in a circular pattern. A large green hand icon is at the top left, an orange one at the top right, a blue one in the middle left, and a green one at the bottom right. A large green hand icon is also partially visible on the right side of the page.

Modern Slavery Statement

1 July 2019 – 30 June 2020

Modern Slavery Statement

Helping Hand offers help at home, retirement living and residential care more than 7,000 older South Australians in Adelaide and regional South Australia. Established in 1953, Helping Hand has served the South Australian community more than 65 years.

Helping Hand values independence, choice, freedom and quality of care. We enable our clients, carers and their families to live their lives to the fullest. Helping Hand's core values of compassion, respect, excellence and community are shown in our work in the community.

This Modern Slavery Statement is for the reporting period of 1 July 2019 to 30 June 2020 and addresses the mandatory criteria as set out in section 16 of the *Modern Slavery Act 2018* (Cth) ('Act').

For the purposes of preparing this Modern Slavery Statement, Helping Hand became aware of its obligations pursuant to the Act after the reporting period of 1 July 2019 to 30 June 2020. Given this timing, this Modern Slavery Statement explains all the steps Helping Hand will take to address modern slavery risks in its organisation and supply chains in the next reporting period.



Criteria 1 Reporting Entity

The reporting entity for the purposes of this Modern Slavery Statement is Helping Hand Aged Care Incorporated (ABN 19 636 743 675).



Criteria 2 Structure, Operations, Supplier Relationships and Supply Chains

1. Structure

- 1.1 Helping Hand is a solely South Australian based incorporated association with a head office located at 34 Molesworth Street, North Adelaide, South Australia.
- 1.2 Helping Hand is registered with the Australian Charities and Not-for-profits Commission as a not-for-profit entity.
- 1.3 Helping Hand controls Helping Hand Housing Incorporated (ABN 96 458 427 513). During the reporting period Helping Hand Housing was dormant and in the process of being wound up. In the next reporting period Helping Hand Housing will be wound up.
- 1.4 Helping Hand employs around 1,600 staff (around 940 are full-time) & 370 volunteers.
- 1.5 Helping Hand has 9 residential sites, 2 corporate offices and 5 Community Home Care offices. Helping Hand's Community Home Care offices comprise one in metropolitan Adelaide and four in regional South Australia.

2. Operations

- 2.1 Helping Hand provides a range of aged care services across South Australia, including:
 - 2.1.1 **Retirement Living**

Helping Hand has six retirement living communities. Services provided by Helping Hand include maintenance and gardening services to the retirement living homes.
 - 2.1.2 **Residential Care**

Residential Care homes are offered across 9 locations. Services include respite, personal care and nursing, meals, laundry and cleaning.
 - 2.1.3 **Help at Home**

Assistance is provided to those who are still in their homes across metropolitan Adelaide, Eyre Peninsula, Barossa Valley, Mid North, Lower North and Yorke Peninsula. Services provided by Helping Hand include cleaning, personal care, garden and home maintenance, home modifications, transport, social support, nursing and respite.
 - 2.1.4 **Wellness**

Helping Hand also provides various wellness services, including allied health and nursing, social groups, mental wellbeing, short courses and exercise classes.





3. Supplier Relationships

- 3.1 Helping Hand generally has long term stable relationships with its suppliers. As Helping Hand operates solely in South Australia, Helping Hand endeavours to source from local South Australian suppliers.
- 3.2 There are some instances whereby Helping Hand may engage one-off or short-term suppliers. Helping Hand seeks to give its clients choice as to suppliers they wish to engage. By way of example, if a client would like to engage a particular gardener for their accommodation, Helping Hand will facilitate the client's choice. Such engagements are typically shorter term and of lower spend.
- 3.3 Regarding the manner in which Helping Hand procures suppliers:
 - 3.3.1 Helping Hand has a centralised procurement team which oversees engagement of suppliers. This allows for consistency and stability.
 - 3.3.2 Helping Hand has a formal delegation of authority regarding entering into contracts with suppliers and has a formal process for tendering.
 - 3.3.3 At times, Helping Hand also elects to tender with procurement buying groups. The groups tender to the market and Helping Hand can elect to opt into the agreements.
 - 3.3.4 All new immediate tier one suppliers are verified for information including ABN, ASIC and bank details.
- 3.4 In terms of other relationships, Helping Hand is party to an unincorporated joint venture regarding Accessible Housing and has a small investment portfolio.

4. Supply Chains

Helping Hand procures its immediate goods and services from suppliers which are based in Australia, particularly South Australia.

Helping Hand's operations require suppliers to provide goods and services such as:

- food
- medical supplies and associated services (such as nurses and allied health professionals)
- repairs and maintenance
- construction and builders and
- professional services to support operations such as consultants, auditors, lawyers, IT professions, insurance and marketing.



Criteria 3 Risks of Modern Slavery



After the end of the reporting period, Helping Hand became aware of the Act and that it was a complying entity pursuant to the Act. Based upon this timing, Helping Hand was not in a position to determine risks of modern slavery in the reporting period.

However, in the next reporting period Helping Hand will prioritise identifying risks of modern slavery in its operations and supply chains by considering whether it causes, contributes to or is directly linked to modern slavery as follows:



<i>Cause</i>	Helping Hand considers that due to the operations it undertakes, it is low risk that it causes modern slavery. Helping Hand considers an employee training regime will assist in identifying any risks.
<i>Contributes to</i>	Helping Hand considers it low risk that it contributes to modern slavery. This is on the basis that it considers that its operations would likely not contribute to modern slavery. However, in the next reporting period Helping Hand will take steps to identify whether inadvertent acts could contribute to modern slavery, such as requested delivery timeframes.
<i>Directly linked to</i>	Helping Hand recognises that in connection with its business relationships, such as suppliers and those entities that Helping Hand does not have a direct contractual relationship with, that investigations are required to determine modern slavery risks and practices with its direct suppliers and further down Helping Hand's supply chains. Helping Hand will be taking steps to identify risks with entities that it has direct business relationships with such as suppliers. The following reporting period Helping Hand will commence looking further down its supply chains.

Helping Hand understands that modern slavery can be present in vulnerable populations, high risk locations and high-risk industries.

In the next reporting period Helping Hand will take a targeted risk based approach to focus on areas of its operations and supply chains which present a higher risk of modern slavery, in particular focusing on suppliers which provide uniforms, linen, high risk foods such as fish and rice, cleaning services and labour hire.



Criteria 4 Actions to Address Modern Slavery



As described above, due to the timing Helping Hand became aware of its obligations, Helping Hand was not able to implement specific initiatives to address risks of modern slavery in the reporting period.



However, in the next reporting period, Helping Hand intends to do the following:

- 1 Engage a third party to provide overall guidance.
- 2 Include a modern slavery clause in all new contracts with suppliers.
- 3 Commence a scoping exercise to characterise all tier one suppliers as either high, medium and low risk.
- 4 Screen all suppliers for risks of modern slavery based on publicly available information.

- 5 Issue a modern slavery questionnaire to all suppliers scoped as high or moderate risk.
- 6 Review the practices of all high-risk suppliers and develop a remediation plan if necessary.
- 7 Implement a supplier code of conduct.
- 8 Implement a modern slavery policy.
- 9 Train employees regarding modern slavery risks and practices.

Criteria 5 Effectiveness of Actions



Given Helping Hand was not in a position to implement the actions described above in the reporting period, Helping Hand was not able to put in place steps to assess the effectiveness of its actions.

However, in the next reporting period, Helping Hand will take steps to assess the effectiveness of its actions by doing matters such as:

- reviewing supplier engagement with modern slavery processes, including auditing compliance
- reviewing effectiveness of due diligence procedures
- reviewing compliance with Helping Hand's modern slavery policy and
- reviewing the number of employees who have completed modern slavery training.

Criteria 6 Consultation

As set out above, Helping Hand controls Helping Hand Housing.

In the reporting period Helping Hand Housing was dormant and therefore consultation was not required with this entity.

Criteria 7 Further Information

At the time of writing this Modern Slavery Statement, Helping Hand has commenced the above processes and began its journey to implementing processes and procedures to identify modern slavery risks and practices within Helping Hand's organisation and supply chains. This will be reported on in detail in the next reporting period.

Helping Hand does not tolerate modern slavery within its organisation or supply chains and looks forward to commencing the above procedures and reviewing their effectiveness.

Board Approval

The Helping Hand board has reviewed and approved this Modern Slavery Statement.

Signed



A handwritten signature in black ink, appearing to read 'Brenda Wilson'.

Professor Brenda Wilson AM
Chairperson

Helping Hand acknowledges the traditional owners of the lands on which our residential care homes, retirement villages and services are located and pays its respects to Aboriginal and Torres Strait Islander Elders, past, present and future.

Helping Hand

Head Office

34 Molesworth Street
North Adelaide SA 5006

PO Box 66
North Adelaide SA 5006

Client Enquiries

1300 653 600
info@helpinghand.org.au

www.helpinghand.org.au



Helping Hand
new aged care