

BRIGHTWATER CARE GROUP MODERN SLAVERY STATEMENT

**Reporting Period:
2022/2023 financial year**

1 Introduction

Brightwater Care Group Limited ACN 612 921 632 of 2A Walter Road West, Inglewood WA 6052 (**Brightwater**) is subject to the *Modern Slavery Act 2018* (Cth) (**Act**).

What is modern slavery?

The term modern slavery is used to describe situations where coercion, threats or deception are used to exploit victims and undermine or deprive them of their freedom

The Act defines modern slavery as including eight types of serious exploitation: trafficking in persons, slavery, servitude, forced marriage, forced labour, debt bondage, the worst forms of child labour, and deceptive recruiting for labour or services.

Where Brightwater refers to 'modern slavery', this is intended to cover the range of slavery and slavery-like practices that fall within the Act's definition of the term.

Scope and purpose

As a reporting entity under the Act, Brightwater is required to prepare an annual Modern Slavery Statement (**Statement**) that identifies modern slavery risks in our supply chain and the actions taken to address those risks.

In addition to satisfying the reporting requirement under the Act, this Statement reflects a stance on modern slavery that is reflective of Brightwater's Mission and Values.

2 Brightwater structure, operations and supply chain

Brightwater is a public company limited by guarantee and registered under the *Corporations Act 2001* (Cth). It is not part of a larger corporate group and does not own or control other entities. Brightwater is established as a charity and its objectives are solely benevolent.

Brightwater is a leading not-for-profit provider of aged care, disability and retirement services that has been part of the Western Australian community for over 120 years.

Our Mission: “Pursuing the dignity of independence”. For Brightwater, no one is beyond care. Here, we value the potential that lives inside each and every one of us, no matter what that looks like. It's our ability to strive towards our best-self every day, to keep learning and to keep growing.

Our Values: At Brightwater we are connected by one spirit.

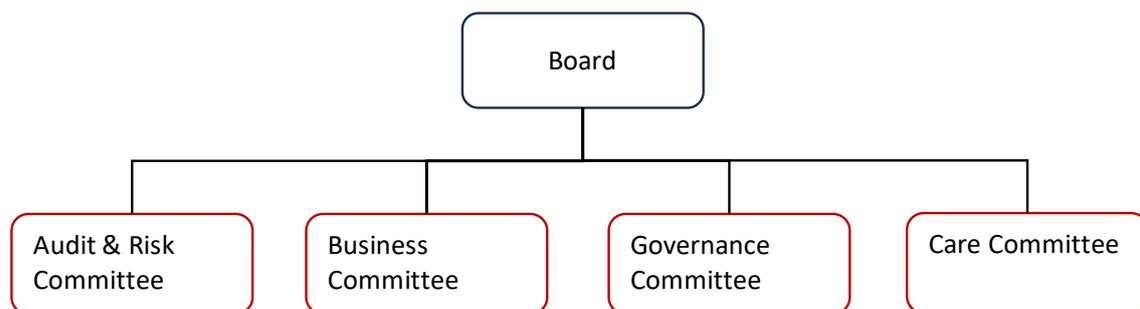
- **Our spirit is shared when we are caring:** We are interested, empathetic

partners who empower others and ourselves.

- **Our spirit is authentic:** We are honest, accountable, inclusive and understanding.
- **Our spirit shows that we are progressive:** We listen and share, we are curious and embrace new ways.
- **Our spirit is courageous:** We show leadership and have a go, we are decisive and speak up.
- **Our shared spirit connects us to our Brightwater community.** It guides us to achieve our Mission and pursue the dignity of independent. This is at the heart of everything we do.

Brightwater is governed by a Board that is the guardian of Brightwater’s Mission, philosophy and values. It is responsible for the overall management and strategic direction of Brightwater and for delivering performance in accordance with Brightwater’s goals and objectives. To assist the Board in the performance of its responsibilities, it has established four standing Committees: Audit and Risk Committee, Business Committee, Care Committee and Governance Committee.

Brightwater Care Governance Structure



We employ approximately 2,200 staff members, supplemented by approximately 249 volunteers.

Brightwater’s activities fall into seven broad categories, all of which are directed towards Brightwater’s benevolent purpose. Our commercial services and Research Centre help us in our vision to lead in providing care services, support and development opportunities for the people we care for, with all funds redirected back into supporting our clients. All activities are conducted within Western Australia.

Those categories are:

- **Residential aged care services (including transitional care):** Brightwater operates nine resident aged care facilities (including transitional care) that provide specialist support, day-to-day care, and accommodation to over 704 clients who have complex needs;
- **Disability services:** Brightwater supports over 130 clients with acquired or progressive neurological disabilities, including brain injuries, Huntington’s disease, and early onset dementia. Services include supported independent living, therapies, behavioural support and nursing support;

- **Retirement services:** Brightwater provides a close-knit retirement community consisting of 168 independent living houses to approximately 210 residents wishing to live independently for longer in their own homes;
- **At-home care services:** Brightwater assists over 1,635 clients with at-home living, enabling them to remain in the comfort and familiarity of their own home while receiving the care and support that they need to live as independently as possible;
- **Linen services:** Brightwater operates an in-house linen function and also provides an external commercial service;
- **Catering services:** Brightwater operates an in-house catering function for clients at its facilities and also provides an external commercial service; and
- **Research services:** Brightwater funds both internal and external research and collaborates with other providers to ensure it is an evidence-based and leading provider.

Brightwater procures a range of goods and services necessary to support the above activities.

The main goods and services we procure are:

- Agency direct care personnel who perform various roles in the delivery of care and support to our clients.
- Consumable items such as food, medical supplies, cleaning products used in the course of providing care and support to our clients. It is acknowledged that items are manufactured both in Australia and across the world.
- Purchases to support our home services clients. These are often smaller businesses which are not directly within our central procurement control.
- Capital works and maintenance programs to maintain our buildings and surrounds to a high standard.
- Other goods and services such as furniture, fittings and equipment, office supplies, technology equipment and services, and vehicles.

Brightwater has significantly increased its focus in sustainable procurement and has introduced Modern Slavery clauses into all contractual arrangements with third parties.

Brightwater works with a network of suppliers, subcontractors and agents, most of whom are located in Australia. As a result, a high percentage of our direct spend is within Australia; though our suppliers do often have further suppliers of their own.

Brightwater continues to develop its procurement capability through its centralised Procurement Team who have worked to develop relationships with key suppliers, and collaborative procurement activities, that further enhances our partnerships with our preferred suppliers.

3 Risks of modern slavery practices in our operations and supply chain

There has been no significant change to the risks identified through Brightwater's last Modern Slavery Statement.

Brightwater does not consider that there is a significant risk of Brightwater directly

causing, contributing to or being linked to modern slavery practices.

Most of the individuals who make up Brightwater's workforce (whether employed or contracted) are engaged by us in accordance with our documented recruitment and human resources policies. The majority are Australian citizens, permanent residents or working on visas. Where we use agency staff to supplement our workforce from time to time, agreements are now in place with preferred reputable agencies. All agencies engaged have agreed to terms including Modern Slavery provisions.

Brightwater does not knowingly procure any goods or services that could be connected with modern slavery practices, though we acknowledge there can be limitations in our practical ability to scrutinise the supply chains of parties who supply goods or services to us. Brightwater continues to investigate whether it could be linked to modern slavery practices through the activities of its suppliers.

Upon further review, the greatest modern slavery risks associated with our business are still likely to arise in the following area:

Purchases from overseas, including:

- medical and healthcare equipment manufactured overseas;
- technology (equipment and services);
- bespoke purchasing for at home clients;
- commercial and catering consumables; and
- linen (supply of materials including sheets and towels).

4 Actions to assess and address risks (including due diligence and remediation processes)

Brightwater is committed to good corporate governance, transparency and accountability. We are committed to operating our business lawfully, ethically and with honesty and integrity.

Our Mission and our Values underpin everything that we do.

Brightwater will:

- not engage in modern slavery;
- not condone the presence of modern slavery in Brightwater's supply chain;
- take such reasonable steps as may be available (including exerting commercial influence and using alternate supply/distribution channels) to avoid the presence of modern slavery in Brightwater's supply chain; and
- exercise due diligence to maximise compliance with its Modern Slavery Policy, and generally avoid contributing to the global issue of modern slavery.

At an individual level, it is the responsibility of each director, officer, employee, agency worker, contractor and other party acting or purporting to act for or on behalf of Brightwater to know and follow the ethical, legal, and policy requirements that apply to their roles. Our policy position on modern slavery must therefore be followed to the extent relevant to a person's role at Brightwater.

Brightwater has continued to develop its approach assessing and addressing modern slavery. During the reporting period, this has included the following:

- **Modern Slavery Working Group:** This group coordinates Brightwater's modern slavery response on an as required basis.
- **Standard contracts:** Standard supplier agreements have continued to be rolled out during the reporting period, which reflect Brightwater's stance on modern slavery, and sets our expectations with suppliers.
- **Modern Slavery Supporting Statements:** Brightwater focuses on key suppliers using a risk-based management approach. Suppliers identified as critical to Brightwater's operations are required to comply with Modern Slavery laws and are required to support our commitment and take reasonable steps to minimise modern slavery risk in their supply chains.
- **Code of Conduct:** A Code of Conduct is being finalised with rollout to commence during the next reporting period to new suppliers.
- **Tender process:** An updated Procurement Policy has now been drafted and expected to be rolled out during the next reporting period. This will better assess potential suppliers against compliance with the Act and modern slavery risks.
- **Preferred Staffing Agencies:** A tender process was undertaken to establish a panel of preferred agencies for the provision of care workers, hospitality, nursing and disability support workers. This also included a modern slavery process which allowed us to obtain supplier statements and where appropriate, further information from agencies.
- **Brightwater Supplier Portal:** A portal has been created that enables new suppliers to register their interest in becoming a Brightwater supplier. The portal also provides information as to our expectations to suppliers on sustainable procurement, modern slavery, conflict of interest, ethics, and privacy.
- **Guidance materials:** General information on modern slavery and Brightwater's policy position is being provided to relevant new and existing staff in key risk areas.
- **Other Policies, Procedures and protocols:** Brightwater continues to review how we do business, to the extent appropriate to address identified risks. During the reporting period, this has included a review of Brightwater's Whistleblower Policy, and development of a Tender and Contract Award Procedure and Supplier Onboarding Procedure.

When purchasing, we require our suppliers to comply with all applicable laws - which includes modern slavery laws, employment laws and workplace laws. We

endeavour to work only with suppliers who are aligned to our Values. Further, where we identify that a particular purchase comes with heightened risk, we will request additional information and undertake additional risk assessment.

Remediation may take many forms. We have a designated point of contact for modern slavery complaints and concerns.

Brightwater encourages those raising concerns about modern slavery within the Brightwater supply chain to raise them directly with Brightwater in the first instance, so that we have an opportunity to remedy the situation. There are many ways for staff, our clients and the public to contact us. We also have a Whistleblower Policy that can help encourage reporting.

Where problems are identified and cannot be remediated, we will be prepared to terminate supply contracts and/or switch to alternate suppliers.

Moving forwards, the main focus for the next reporting period will include:

Supplier Due Diligence: A review of existing suppliers will be undertaken reflecting Brightwater's enhanced risk-based approach. The degree of due diligence will be determined by categorising suppliers as a high, medium or low risk. This will be based upon the approximate annual spend with the supplier, the industry in which the supplier operates and the geographical location of the supplier.

Review of Procure to Pay process: An internal audit to be undertaken to review the process of how Brightwater engages with 3rd party suppliers, and due diligence activities undertaken.

Operationalise Procurement Policy: Embed the Tender and Contract Award Procedure and Supplier Onboarding Procedure that underpins the updated Procurement Policy.

Staffing Agency Review: An audit will be conducted on Brightwater's staffing agencies. This will include, amongst other items, reviewing staff qualifications, criminal checks and employment conditions.

5 Assessing the effectiveness of our actions

Brightwater assesses the effectiveness of our actions using qualitative and quantitative methods. On an ongoing basis, Brightwater:

- Reviews and monitors existing and emerging modern slavery risks;
- Implements and monitors the inclusion of modern slavery clauses in the agreements it enters into with suppliers;
- communicates with suppliers about issues of modern slavery, including through monitoring responses to Brightwater's modern slavery questionnaires;
- monitors the number of modern slavery complaints or concerns it receives and conducts risk assessments and commences remedial action where suspected modern slavery instances are identified; and

- maintains a modern slavery Working Group which:
 - coordinates Brightwater's modern slavery actions;
 - conducts ongoing risk analysis of Brightwater's supply chain;
 - prepares Brightwater's annual Modern Slavery Statement;
 - monitors and reviews the content and completion of Brightwater's guidance materials and training on modern slavery; and
 - develops additional procedures and protocols in furtherance of Brightwater's modern slavery commitments.

Brightwater continues to recognise the importance of managing and mitigating risks of modern slavery in its operations and supply chain. Increasing the awareness of our staff and suppliers ensures that Modern Slavery remains part of their decision-making process.

Brightwater is committed to continuing to develop and refine its procedures and protocols to ensure it can more effectively review the effectiveness of the actions it is taking to address issues of modern slavery that may be connected to Brightwater.

6 Approval

This statement was approved by the full Board of Brightwater Care Group Limited on 15 December 2023.



Joanne Farrell
Chair of Brightwater Care Group Limited
15 December 2023