

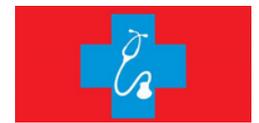


# MEDICAL STAFF



## MODERN SLAVERY STATEMENT

2023



*This Modern Slavery statement has been made in accordance with the Modern Slavery Act 2018 to demonstrate the commitment of Medical Staff Pty Ltd to ethical business practices.*

Medical Staff Pty Ltd, here forth referred to as "Medical Staff", has undertaken a Modern Slavery Statement voluntarily and does not meet criteria whereby a statement is mandatory.

This statement is published in 2023 in regards to the 2022 reporting year.

## **Business Overview**

Medical Staff's mission is to provide innovative and high-quality service based on knowledge, accountability, integrity, consistency, and reliability in order to build partnerships with clients, healthcare professionals and allied health care workers and educate the next generation of healthcare staff in the pursuit of optimised patient care and the best health outcomes for the Australian community.

Medical Staff, at all times, places significant emphasis on quality, training, detailed background checks, skills and probity assessments, suitability of placements (based on skills and experience), client feedback and safety leading the company to:

- Ensure clear understandings of Client and regulatory requirements
- Attain these requirements with all placements made
- Generate ongoing improvement in teamwork, processes and disciplines
- Review and train staff in essential skills and competencies
- Improve client communication and placement feedback
- Marketing and tendering to reach a wide range of health care facilities
- Ensure the safety and happiness of our Nursing candidates at all times
- Operate business practices ethically and freely

As an organisation whose operation is centred around helping our community through illness and people's most vulnerable moments, ethical practices and safety are always at the centre of everything we do. Medical Staff is committed to creating a safe workplace for all and understand our social responsibility as a large organisation to ensure all peoples in our broader society are safe at work.



## Operations, Structure and Supply Chains

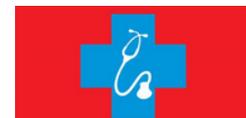
Medical Staff is an Australian Nursing Agency established in early 2006 as a specialised provider of experienced Nurses to Public and Private Hospitals, Aged Care facilities, Home Care and Disability Care (simple care, complex care, domestic assistants, respite care), Private Patients and educational institutes such as Universities and TAFEs as Facilitators and Educators. For over 18 years, our organisation has been a proud supporter of the Australian Healthcare industry in assisting Hospitals and community facilities to provide the highest levels of care to patients in areas of workforce shortage.

Medical Staff provides an extensive range of Nursing services, covering all general and speciality areas of Nursing care. Our Nursing areas include but are not limited to General, Surgical including Theatre Scout and Scrub and Perioperative Nursing, Mental Health, Critical Care areas such as ED, ICU, Cardiac Care, and Anaesthetics, Immunisation and Infection Control, Oncology, Paediatrics, Special Care Nursery and Midwifery, Nurse Practitioners and Clinical Nurse Consultants, Facilitation and Educator roles.

Medical Staff is an Australian owned and operated organisation and is a leading national provider of Nursing staff to Hospitals and other healthcare services to service Australian metropolitan, regional, and remote communities.

Our Agency's corporate governance is built upon the propagation of our core business values, the values of the Australian community and these aspects of our company culture are formalised in comprehensive policy documents, including but not limited to our Code of Conduct, Workplace Health and Safety frameworks and Social Responsibility policies.

Our Director is a Senior Registered Midwife with over 25 years of clinical experience, and she leads a diverse Executive Management Board. Medical Staff has been a longstanding corporate member of relevant industry bodies, namely the Recruitment Consulting and Services Association (RCSA) and the Australian Nursing Recruitment Agencies (ANRA) group for over 15 years. Our National Operations Manager is an elected Council member of ANRA in RCSA and has served on the council throughout this time. Our strong involvement with industry bodies and associations has been a key strategic pursuit of Medical Staff management to maintain our position at the forefront of new industry developments, benchmarks, requirements, and innovations.



## MEDICAL STAFF

Medical Staff has physical offices in multiple Australian state capitals. Our Head Office is in Sydney, Australia located at AMA House, Level 3, 69 Christie St, St Leonards, NSW 2065.

As is the nature of our industry, Medical Staff acts as a supplier of workforce, in our case Nursing staff, to Public and Private Hospitals, Aged Care facilities and other healthcare providers for casual, short term, long term, and permanent placement positions.

Medical Staff is the direct employer of all our Nursing staff, with no subcontractor use or subsidiary arrangements.

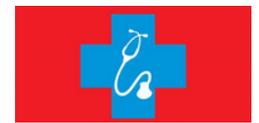
The goods and services supply chain required by Medical Staff is very limited, predominately including office equipment, information technology and stationery goods.

The *Modern Slavery Act 2018* also requires descriptions regarding any controlled or owned entities. No controlling or owned entities apply to Medical Staff. Our Modern Slavery Statement is lodged as a single reporting entity statement.

### Modern Slavery Risk Assessment

Modern Slavery refers to a broad range of exploitative business practices including but not limited to slavery, servitude, child labour, forced labour, debt bondage, human trafficking, deceptive recruiting and other illegal and coercive working practices, as defined in the *Modern Slavery Act 2018*.

Medical Staff explicitly condemns modern slavery and is entirely committed to supporting all social and government efforts to prevent and eradicate modern slavery. As a healthcare staff provider, Medical Staff takes the utmost care to ensure all our staff are following safe working hour codes and regulations, in additions to general conditions and recruitment practices.



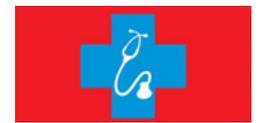
## MEDICAL STAFF

As an Australian operating organisation with minimal requirements for external goods and services, Medical Staff has an extremely low risk of any involvement in modern slavery. Additionally, as an annually audited and quality accredited organisation, in regards to direct involvement with modern slavery practices, Medical Staff can be confident in our internal adherence to all regulatory, legislative and industry requirements for safe working hours and ethical business practices as stipulated by the ISO 26000:2010 and ISO 9001:2015 (Section 7 - working environment) for specific aspects such as awards, pay rates, leave entitlements, working hours and general conditions. Medical Staff also maintains labour hire licences and workers compensation policies as per legislative requirements in all relevant states of operation.

However, our organisation understands the need to remain vigilant to the potential risk posed by our external supply chain, and we identify the need for appropriate checks and supply chain selection to avoid any indirect association with modern slavery.

Medical Staff Management with consultation of best practice resources and available published evidence has formally conducted a risk assessment specific to our organisation and the sector within which it operates. The most applicable possible risks in our supply chain that were identified include:

- Australian suppliers who may employ temporary, seasonal and/or migrant workers who are more vulnerable to unsafe working conditions, coercive business practices and modern slavery.
- Goods sourced from large corporations with operations in high risk countries that report human rights violations and minimal government protections for workers as reported by international non-government organisations
- Lack of transparency from distant or downstream supply chain organisations where supply companies may themselves demonstrate anti modern slavery commitments and actions but it may be difficult to assess the practices of their network of suppliers and business partners, and so forth.



## Actions Taken

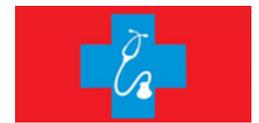
### Prevention of Direct Involvement

To ensure adherence to our mission in response to expanding staff requirements across all sectors of the health industry and changing Department of Health requirements, Medical Staff management made a conscious decision to seek internationally benchmarked ISO Quality Management Certification (9001:2015) several years after inception in 2008, involving regular internal and annual external auditing to guarantee consistency and quality of operation for our clients.

As a quality accredited organisation - a distinction Medical Staff has continuously maintained since first attainment in 2008 - we can reassure our healthcare partners of our compliance at all times with all legislative, regulatory and industry requirements, which also extends to safe and ethical working practices and anti-modern slavery commitments. External auditing is performed on an annual basis by independent, third party auditors.

Medical Staff adheres closely to the ISO 26000:2010 and ISO 9001:2015 (Section 7 - working environment) standards for specific aspects of the Nursing industry pertaining to awards, pay rates, working hours, leave entitlements, and general conditions to ensure that as an agency all necessary working conditions are satisfied. Compliance extends to industrial relations, grievance, procedures, probation requirements and termination activities.

Furthermore, as assessed in our annual accreditation process, Medical Staff specifically adheres to all relevant Australian Laws, Regulations, Safe Work Australia Codes of Practice and Fair Work Australia Workplace Agreements - as these apply to the agency's operations across several Australian States. Medical Staff explicitly does not engage in bonded labour, child labour and inhumane treatment of workers and does not employ workers under the age of eighteen years. Further the agency provides additional mentoring for all new staff to ensure that they develop in the job and gain in competence and are fully aware of safety and environmental issues and does not source any products from countries that engage in child or bonded labour or with harmful working conditions. Medical Staff also maintains labour hire licences and workers compensation policies as per legislative requirements in all relevant states of operation.



### Prevention of Indirect Involvement

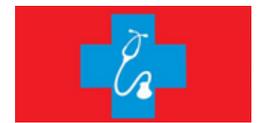
Medical Staff recognises that our supply chain, although only a small aspect of our overall operation, is a critical space to ensure due diligence in supplier selection and an opportunity for social advocacy for important issues including modern slavery most critically but also the selection of First Nations owned or supporting businesses, environmentally sustainable businesses with divestment, fair trading and locally sourced materials.

To this end, Medical Staff has consciously developed policies to formalise our commitments of above social responsibility endeavours including but not limited to our:

- Anti-Modern Slavery policy
- Social Responsibility policy
- Workplace Health and Safety policy and management plan
- Risk Management Policy and Plan
- Aboriginal Procurement policy
- Indigenous Representation, Strategies and Program Initiatives policy
- Environmental Sustainability policy and more.

Medical Staff has additionally taken the below actions to aid goods and services supplier selection in this reporting year:

- While in general, Medical Staff suppliers are predominately locally sourced, our organisation is not to engage with suppliers from high risk settings, such as high risk countries
- Due diligence investigation into new suppliers including review of modern slavery statements or policies published by the organisation, previous legal actions, sanctions, watchlists, negative news or other adverse events associated with the supplier.
- Regular training sessions and refresher workshops to upskill staff into definitions of modern slavery, mitigation strategies, Medical Staff values and commitments and how to source appropriate, verified suppliers for our supply chain
- Continued third party, independent auditing supplementary to quarterly internal auditing to continue to hold our organisation to account on our commitments and regulatory requirements.
- Grievances Management pathway including escalation pathway for whistleblowers or ethical hotline reporting.



## Scheduled Reviews and Evaluating Effectiveness of Actions

Medical Staff respects and complies with the following frameworks and adheres to all Australian awards relating to our business, in addition to all relevant regulatory requirements not included in this brief list:

- International Labour Organisation Conventions (ILO)
- Convention 1 (Hours of Work - Industry) and Recommendation 116 (Reduction of Work Hours)
- Conventions 29 (Forced Labour) and 105 (Abolition of Forced Labour)
- Convention 87 (Freedom of Association)
- Convention 98 (Right to Organise and Collective Bargaining)
- Conventions 100 (Equal Remuneration) and 111 (Discrimination - Employment and Occupation)
- Convention 102 (Social Security - Minimum Standards)
- MS Social Responsibility Policy V5 Mar 2022 Page 3 of 3
- Convention 131 (Minimum Wage Fixing)
- Convention 135 (Workers' Representatives)
- Convention 138 and Recommendation 146 (Minimum Age)
- Convention 183 (Maternity Protection)
- Code of Practice on HIV/AIDS and the World of Work
- The Universal Declaration of Human Rights
- The International Covenant on Economic, Social and Cultural Rights
- WHO requirements for the control of pandemics - such as COVID 19
- Labour Hire Licencing Act for each relevant Australian state

Our evaluation of effectiveness is based on review of these key documentations for the completeness of our processes and procedures.

Management review of our modern slavery commitments is performed on an annual basis and our policy documents are also updated at this time.

Medical Staff at this time conducts a review of all suppliers and external organisations involved with our corporation and renews our commitments to our business values and ethical business statements.

Medical Staff utilises widely used tools for the evaluation of effectiveness including but not limited to supplier questionnaires.



## MEDICAL STAFF

Our National Quality Control Manager presents a summary of the most recent reporting year to the executive leadership team as part of our risk management planning process and management review improvements and minutes are clearly documented and stored for implementation and ongoing assessment.

This statement has been approved by the members of the governing body (Board of Directors) of Medical Staff Pty Ltd on 8th June 2023.

I confirm I am authorised to sign this document in my capacity as Director, as a responsible member of the reporting entity.

*Helen Bezanehtak*

Helen Bezanehtak

Director of Medical Staff Pty Ltd

Signed 14.6.23