



Lifeline Australia
Modern Slavery Statement
Year ending 30 June 2024

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Table of Contents

1.	The reporting entity	3
2.	Structure, operations and supply chains	3
2.1	Structure and operations	3
2.2	Supply chains	4
3.	Risks of modern slavery	5
3.1	Risks in operations	5
3.2	Risks in supply chains	5
3.3	Risks in entities owned or controlled by Lifeline	6
4.	Actions taken to assess and address risks	6
4.1	Modern Slavery Working Group	6
4.2	Policies	6
4.3	Managing supplier contracts	7
5.	Assessment of effectiveness of actions taken to assess and address risks	7
6.	Process of consultation with entities owned or controlled by Lifeline	7
7.	Approval	7

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Modern Slavery Statement

1. The reporting entity

This first statement under the *Modern Slavery Act 2018* (Cth) (**Act**) is made by Lifeline Australia (ABN 84 081 031 263) ('**Lifeline**', '**us**', '**we**' or '**our**'), to understand and address modern slavery risks in our operations and supply chain over the financial year ending 30 June 2024.

This statement covers the activities of Lifeline Australia and its wholly-owned subsidiary, Lifeline Direct Limited (ABN 14 618 509 818).

2. Structure, operations and supply chains

2.1 Structure and operations

Lifeline Australia

Established in 1963, Lifeline Australia is an Australian public company limited by guarantee, and a national charity registered with the Australian Charities and Not-for-profits Commission (ACNC).

Lifeline Australia has 17 Member organisations, including Lifeline Direct, who operate 43 Lifeline Centres across the country, providing access to 24/7 crisis support and suicide prevention services. Lifeline Australia accredits Member organisations to enable them to provide national Lifeline services, which are presently crisis support services, counselling, suicide prevention programs, and training.

Lifeline Australia provides the service infrastructure and support to Member organisations in the operation of national Lifeline services, particularly through the provision of virtual contact centre technology, research, governance, and advocacy.

Lifeline Australia has responsibility for the protection and management of the Lifeline owned trade marks and undertakes national marketing and fundraising activities to foster financial support for national services and to promote the work and impact of its Members in the general community.

Our vision is for an Australia free of suicide. For further details about Lifeline Australia please refer to our website: [About home - Lifeline Australia](#).

Lifeline Direct

Lifeline Direct is a wholly-owned subsidiary of Lifeline Australia and is also a company limited by guarantee registered with the ACNC.

The purpose of Lifeline Direct is to deliver a suite of high quality services that have a measurable impact on reducing suicide in our communities, and to ensure help seekers receive the best possible care. Lifeline Australia works closely with Lifeline Direct to ensure best governance practice and that Lifeline Direct's role and responsibilities are well understood.

Lifeline Direct employees and volunteers operate in more than 35 locations across Northern NSW, New England, Newcastle/Hunter and Central Coast (NSW), and Geelong & South West Victoria (Warrnambool). Lifeline Direct additionally operates over 30 retail stores across its geographic regions in NSW and VIC, specialising in the sale of pre-loved items generously donated by the public.

Lifeline's Member Network

Together, the Lifeline Centres in Australia form a national network that is able to service the entire national population. Other than Lifeline Direct, our members are separate charitable organisations with their own Board, policies and practices, and accordingly, are not covered by this statement.

2.2 Supply chains

Lifeline Australia and Lifeline Direct's business and operations are based and carried out solely in Australia.

In the 2023/24 financial year, Lifeline engaged directly with more than 400 suppliers. The significant majority of Lifeline's suppliers and supply chains are also located in Australia.

We employ our Australia-based workforce directly, lowering the risk of modern slavery within our workforce and conduct an annual review, benchmarked to the external talent market, to ensure all staff are paid in line with any applicable Australian legislation and/or Award. We also engage contractors to provide essential services, such as cleaning, training delivery, IT support and other specialised services. These are reviewed as part of the supply chain risk analysis below.

Lifeline's most substantial supply chain and largest category of external spend is on telecommunications and technology related to the services and contact centre operations conducted by Lifeline Direct and the National Network of Centres.

3. Risks of modern slavery

3.1 Risks in operations

Lifeline Australia is a national, not-for-profit organisation that supports the delivery of services by Lifeline Centres. Lifeline Direct provides free, 24-hour telephone, face to face, and digital crisis support services in Australia.

The Lifeline network of crisis supporters and counsellors provide suicide prevention services, mental health support, training, counselling and emotional assistance, not only via telephone but also face-to-face, SMS (text) and online. Lifeline's domestic activities pose an extremely low risk for modern slavery.

To deliver our direct services, we engage with Lifeline Members who recruit and manage volunteers and paid employees. There is minimal risk of modern slavery in this area of our operations due to the strict governance mechanisms in place through the Australian employment legislative framework and Lifeline's policies.

We have undertaken a general assessment of the sector and services within which we operate (and which are based in Australia) and deem this as being at low risk of modern slavery. We consider that the risk of modern slavery or slavery-like practices in our operations, if any, would be most likely to occur through our supply chains.

3.2 Risks in supply chains

Lifeline sources goods and services from a range of suppliers and service providers.

Identified potential risks in our supply chains are:

- our outsourced ICT and payroll processing arrangements,
- IT and telecommunications equipment and services,
- retail and fundraising merchandising,
- facility services (cleaning, security, maintenance),
- corporate partnerships,
- professional services, trainers and consultants.

Lifeline continues to work with our suppliers to better understand their practices and any risks of modern slavery within their practices or downstream supply chain.

3.3 Risks in entities owned or controlled by Lifeline

As set out above, Lifeline Direct is a wholly-owned subsidiary of Lifeline Australia.

Like Lifeline Australia, Lifeline Direct operates in a sector that is assessed as being at low risk of modern slavery. Any identified supply chain risks for Lifeline Australia are considered the same across Lifeline Direct, with the exception of its distinctive retail operations.

Lifeline Australia will continue to work with Lifeline Direct to understand shared and specific modern slavery risks as part of the whole of Group operations.

4. Actions taken to assess and address risks

4.1 Modern Slavery Working Group

A cross functional Modern Slavery Working Group was established in 2024 to drive initiatives across the organisation to raise awareness, understand potential risks within our supply chain, undertake improvement activities, and to review relevant policies and procedures.

4.2 Policies

Lifeline Australia has a set of policies in place, that are regularly reviewed, to assess and address risks of modern slavery. These include our Employment Conditions Policy, Procurement Policy, National Fundraising Policy, and Contract Management Policy (**Policies**).

At Lifeline, we value education and transparency and our employees, volunteers and key suppliers are made aware of the expectation that they will be familiar with and comply with relevant Policies.

Policies will continue to be monitored and updated from time to time for continuous improvement to ensure that we approach our social, ethical and environmental responsibilities in an appropriate, contemporaneous and agile manner.

We aim to ensure all of our Policies safeguard our employees and that suppliers are dedicated to managing social, ethical and environmental issues in a responsible manner and consistent with our values.

Strong internal policies and systems are a key aspect of ensuring we manage and mitigate the risk of modern slavery in our operations and supply chains.

4.3 Managing supplier contracts

Lifeline's Contract Management Policy establishes sound and consistent management practices with respect to the material outsourcing contracts that Lifeline Australia enters into with other parties and provides that, where possible, the Lifeline Australia contract templates should be used (which include provisions which address modern slavery). If another party's contract template is used, the contract must include provisions for (amongst other things) 'Modern Slavery' prior to signing.

We consider any breach involving a risk to human rights seriously and would address it promptly and with regard to the ultimate outcome to reduce or remove the risk altogether (even if that meant the removal of a key supplier from our supply chain).

5. Assessment of effectiveness of actions taken to assess and address risks

Lifeline Australia has implemented a number of strategies to identify and address the risks of modern slavery over the past reporting year. These include the introduction of a dedicated Procurement function, a new in-house legal resource to undertake contract reviews, and a mandatory modern slavery clause in our supplier terms and conditions.

As a charity, Lifeline relies on fundraising for additional revenue to support and expand upon the delivery of our frontline services. As of this reporting period, all fundraising and partnership agreements for our major campaigns will now include modern slavery provisions.

As this is Lifeline's first reporting year, it has not been possible to assess their effectiveness at this stage. However, we are dedicated to continuous improvement.

6. Process of consultation with entities owned or controlled by Lifeline

Lifeline Direct is directly covered by and included in this statement. As a wholly-owned subsidiary of Lifeline Australia, Lifeline Direct works closely with Lifeline Australia. The two entities will regularly engage and collaborate on modern slavery risks and actions through the established Modern Slavery Working Group which includes representatives from both entities.

7. Approval

This statement was approved by the Board of Directors of Lifeline Australia on 12 December 2024.

Signed on behalf of the directors,



Jacinta Munro
Chair, Lifeline Australia