



**yourtown**

# Modern Slavery Statement

30 June 2023



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<b>Applies to</b>	All <b>yourtown</b>		
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## Contents

**Introduction .....2**

**Our Organisation and Supply Chains .....2**

**Process of Consultation with Entities Owned or Controlled by yourtown .....4**

**Identifying Risks.....6**

**Risk Mitigation and Remediation .....7**

**Tracking our actions .....8**

**Assessing the effectiveness of our actions .....8**

## Introduction

This is the Modern Slavery Statement of **yourtown** ACN 102 379 386 for the 2022-23 financial year. It has been prepared in accordance with Section 16 of the Modern Slavery Act 2018 (Commonwealth).

**yourtown** is a registered charity under Australian charities legislation and a public company limited by guarantee under the Corporations Act 2001. Our Mission is to enable young people, especially those who are marginalised and without voice, to improve their quality of life.

## Our Organisation and Supply Chains

### Our structure and operations

The principal activity of **yourtown** during the course of the financial year was the provision of charitable services, with a focus on the welfare of children, young people, and families. This is primarily enabled through the conduct of **yourtown** Art Unions.

**yourtown** has service centres across New South Wales, Queensland, South Australia, and Tasmania. Our business centre is in Milton, Queensland.

At **yourtown**, we exist to help young people when they are at their most vulnerable and support them in identifying and creating the path, they want for themselves. We believe in the unique strengths, tenacity, and self-determination of young people. Notable services and programs conducted during the reporting period include:

### Virtual Services

- Kids Helpline responded to 138,970 direct contacts from children and young people nationally, with 4,608 duty of care actions undertaken.
- 64,290 young people engaged in Kids Helpline @ School and Kids Helpline @ High School programs.
- Parentline responded to more than 10,365 direct contacts from parents and carers.
- My Circle, our clinically moderated peer to peer support forum registered 10,686 members, with 315 interactions per day.
- Self-help services supports of 5,355 daily average of users accessing information on the Kids Helpline website, with 3.1 million users for the financial year across website and social channels. These services also included 8,027 Niggle app sessions.

### Employment

More than 1,141 young people were supported into employment through the Transition to Work programs, of which many were long term unemployed or at high risk of becoming such.

Over 145 young people at risk of long-term unemployment were employed in **yourtown's** social enterprises in New South Wales, Queensland, South Australia, and Tasmania with over 90% successfully transitioning into open employment and/or re-engaged with education.

### Children and Families

More than 1,700 children, young people and families were supported through face-to-face child and family Services including residential programs. Residential programs provide support for women and children escaping domestic and family violence and at-risk young parents and their children.

### Increased connection with young people and the community

We sought to ensure the voices of young people were represented, with 19 policy submissions to governments submitted.

In line with the transformation program, service redesigns continue utilising a human-centred design approach to strengthen and refresh our service offerings in line with the needs and preferences of young people. During the year, a new service model for Kids Helpline was finalised and a new service model for San Miguel was developed. The team also developed a blueprint for our work across the organisation in Mental Health and Wellbeing as well as an Early years Strategy.

### Leading Experience Across Digital (LEAD)

The organisation commenced a program of business transformation underpinned by the development and implementation of a digital environment that leverages technology. Prior to commencing implementation, significant design and discovery phases were undertaken to ensure the design was informed by the experience sought from stakeholders.

## Increased diversification and growth in funding

**yourtown** Art Unions generated revenue towards our mission of \$80.5m (FY22: \$84.9m). The organisation continued to receive significant support from corporates and community with \$5.7m in donations in 2022-2023. Government grants and funding totalled \$32m. Rendering of Services, Interest and other income totalled \$16.9m.

## Structure

**yourtown** is governed by a Board of Directors who are responsible for the overall corporate governance of **yourtown** and the organisation's business strategy.

The CEO and an executive team of five are responsible for the day-to-day management of operations through the business streams listed below:

- Client Services
- Marketing and Fundraising
- Corporate Services
- People and Culture
- Information and Digital Technology

For further information about our operations over this reporting period, a copy of our annual report can be found on our website at [yourtown.com.au](http://yourtown.com.au).

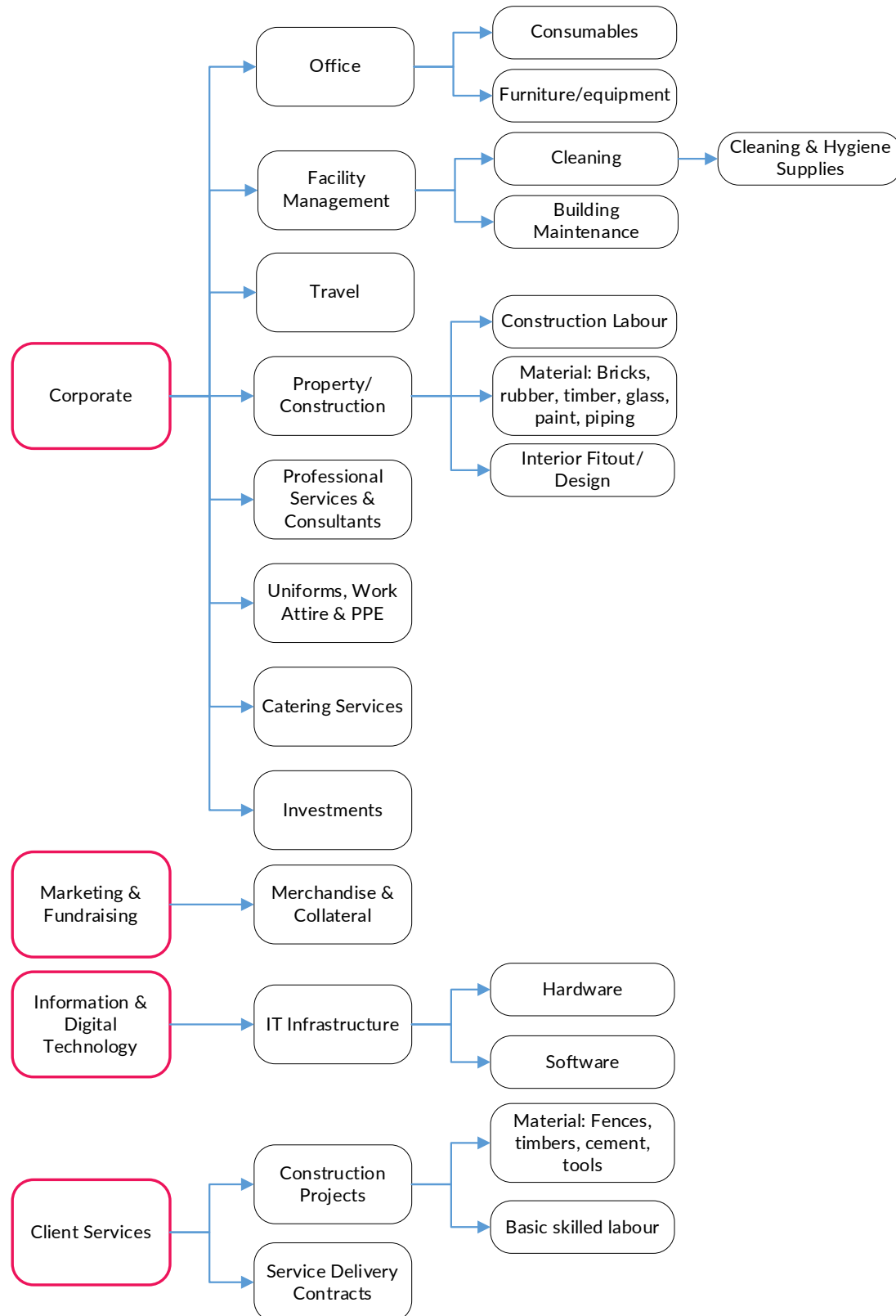
## Process of Consultation with Entities Owned or Controlled by yourtown

We do not own or control any other entities and therefore this criteria is not applicable.

**yourtown** is committed to the reduction of modern slavery risk in our operations and supply chains. Forming part of our continuous improvement, **yourtown** will continue to consult modern slavery risks and considerations at future Board and executive management meetings.

## Our supply chains

**yourtown's** supply chain and procurement is decentralised. All the business lines follow the organisation wide purchasing policy.



## Identifying Risks

As reported previously it is very unlikely that there could be direct modern slavery practices within **yourtown** operations, considering **yourtown**'s Mission, the nature of human services delivery, our focus on Australian based works, and compliance with the Fair Work Act 2009. However, our supply chains do pose the risk of indirect modern slavery.

From assessing suppliers, we have identified some sourcing has come from high-risk sectors of operation, including:

- Accommodation and food service activities
- Construction
- Maintenance and repair of motor vehicles
- Mining and quarrying
- Retail
- Wholesale
- Agriculture, forestries, and fishing
- Domestic work
- Manufacturing
- Personal services
- Transportation and storage

The suppliers sourcing in these high-risk sectors have achieved a low-risk score as adequate risk controls are in place.

Some suppliers have reported that they also operate in high-risk sectors such as construction; maintenance and repair of motor vehicles; and transportation and storage.

In addition, **yourtown** has identified the below categories of risk :

1. Facilities Management, including office and commercial cleaning, building and maintenance services. Risks associated with this category include:
  - Suppliers may employ staff from vulnerable communities and not engage them within Australian legislated industrial conditions
2. Suppliers who have sourced goods and materials from overseas including:
  - Equipment and accessories related to information technology and communication (ITC)
  - Personal Protective Equipment (PPE) including gloves, masks, boots, UV shirts, hats, sunglasses, and disposable seat covers etc.
  - Uniforms
  - Tools related to light construction and landscaping activities
  - Cleaning agents and detergents, hand sanitiser, etc.
  - Toilet paper and hand towels, etc.
  - Office furniture, equipment, and supplies
  - Organisational merchandise and collateral
  - Chemicals and Fertiliser

3. Ethical investments. Risk associated with this include:
  - Investing (directly or through a Fund Manager) in businesses which do not align to the UN Principles of Responsible Investment

## Risk Mitigation and Remediation

### Mitigating and remediating risks of modern slavery

To address the identified risks, the following actions were undertaken during the reporting period ended 30 June 2023:

#### a) Education and training

- **yourtown** undertook to provide training to all delegates and leaders on their accountabilities on purchasing and decision making which built on specific and comprehensive training from the prior year.
- Controls have been implemented to ensure new employees to **yourtown** are provided modern slavery training as part of their onboarding process.

#### b) Independent review of modern slavery control system

**yourtown** engaged a legal firm in 2022 to conduct an independent review of **yourtown**'s procurement and contracts framework. The work was ongoing in to FY2023. The scope of the review includes to:

- Identify and measure the effectiveness of current controls
- Conduct a gap analysis on policies, procedures and associated documentation
- Perform a review of the procurement and contracts framework
- Provide advice on required changes to enhance current controls

#### c) Integrated due diligence process. Ongoing monitoring of the mandatory supplier risk assessment and selection process, including:

- Supplier appraisal and selection process
- Supplier risk assessment prior to onboarding suppliers
- Supplier spend categories and associated risks
- Contract terms and compliance

#### d) Internal stakeholder engagement for managers and personnel responsible for procurement.

- Regular review meetings have been setup to review spend categories with business unit managers.
- Contractual requirements are clarified for high-risk spend categories

#### e) Investment Policy includes explicit requirements related to ethical investments which align to the UN Principles for Responsible Investment. Compliance with the policy is reviewed by the Board Finance & Risk Committee and the Board.

#### f) Ongoing continuous monitoring and reporting. Management process to:

- Control the supply chain
- Continuously identify risk in operations and supply chain

#### g) Provider Code of Conduct

- The Provider Code of Conduct (Code) sets **yourtown**'s expectations for providers regarding human rights and modern slavery. **yourtown** rejects the occurrence of modern slavery in our supply chain and business operations. It is our expectation that providers adopt the Code and conduct their business activities in accordance with the Code. Providers who participate in **yourtown**

tenders are required to comply with the Code to partake in tenders. Standard terms of sourcing documentation will also be updated to link the new Code.

- **yourtown** has published the Providers Code of Conduct on our website and distributed to existing suppliers to establish acceptance requirements to which they need to comply to continue to do business with the organisation.
- For a business to do work with **yourtown**, all suppliers must confirm acceptance of, and comply with, the Providers Code of Conduct.

### h) Contract Framework

- **yourtown** engaged a legal firm for contract framework templates which includes modern slavery requirements. These templates are being implemented with all new suppliers when possible that meet significant financial risk to the organisation.

## Tracking our actions

Educate and raise awareness of modern slavery across **yourtown** through:

- Providing modern slavery training to **yourtown** people embedded into processes.
- Providing updates and training on Procurement processes for management and employees who are responsible for procurement and supplier selection.

Collaborate with **yourtown**'s service providers and suppliers to:

- Raise their awareness of modern slavery
- Help them to identify and address relevant risks  
Regular audits of Service Partners and Suppliers to mitigate the risks of unethical practices in our supply chain
- Conduct 12 monthly reviews of the Provider Code of Conduct through Supplier evaluations which include modern slavery assessments.

## Assessing the effectiveness of our actions

**yourtown** is committed to continuous improvement in our endeavours to address the risk of modern slavery within our operations and supply chains. Our key focus areas are:


- Refresh our Procurement Frameworks to ensure current and emerging modern slavery risks are addressed and considered.
- Continue to update contracts with new Contract Framework and centralise our record keeping.
- Continue critical assessment of our supplier categories for risks.
- Enhance internal and external awareness about Modern Slavery and associated risks
- Trial the use of Modern Slavery Assessment software tools to further analyse new and existing suppliers and the risks.
- Establishing self-learning and continuous learning on Modern Slavery, available to all staff, on our learning platform





**Approval**

Signature:



Name:

PETER FRENCH

Position  
Title:

CHAIR

Date:

14.12.23