

Mind Australia

Modern Slavery Statement

2025

Mind Australia supports

Acknowledgement of Country

Mind Australia acknowledges that Aboriginal and Torres Strait Islander peoples are the Traditional Custodians of the lands on which we work and we pay our respects to Elders past and present.

We recognise the intergenerational impact of the history of invasion, dispossession and colonisation and are committed to the recognition, respect, inclusion and wellbeing of Australia's First Peoples.

Inclusion Statement

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.

We are committed to inclusion for all our clients, families and carers, employees and volunteers.

Lived and Living Experience Statement

We value the expertise and leadership of people with personal lived and living experience of mental health challenges and alcohol and other drug use, and families and carers as we work together to influence and transform the services and systems in which we work.

Stronger Together

Mind Australia, with One Door and The Haven Foundation, collectively combine more than 80 years of evidence-based service delivery, research and advocacy.

With a nationwide presence, we offer a full continuum of mental health services, including early intervention, housing with support and complex care, to support people and their families and cares across Australia.

Using our combined expertise, we strive to be a sector-leading, national voice on issues that impact people living with mental health challenges.



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Introduction

Mind Australia is a not-for-profit mental health and wellbeing provider of psychosocial supports and community housing nationally. Mind Australia includes subsidiaries, One Door Mental Health, The Haven Foundation, and The Haven Foundation Australia Limited. Independent Boards provide governance for Mind and its subsidiaries, with operational management delivered through an integrated structure.

The merger of One Door Mental Health and Mind Australia, which took place in January 2024, established one of the largest community mental health and wellbeing service specialists in Australia. Mind Australia and One Door Mental Health are registered NDIS providers and entrusted to deliver federal and state government funded services across Australia.

Mind Australia partnerships include cross-entity collaboration and external stakeholders across a range of sectors including health, construction and trade services, cleaning services, technology and transport.

Mind Australia is a recognised leader in the delivery and innovation of lived experience approaches in mental ill-health. We strive for meaningful participation with clients, carers and families, to co-design processes and challenge biases. We value the diverse perspectives of people with lived experience of mental ill-health across service design, governance, business development and senior leadership. We have a strong commitment to employing peer practitioners across all service models, as well as employing staff in designated lived experience roles in other key departments (10% of our workforce in 2021). We also ensure our Board and senior leadership includes people with lived experience. We are committed to amplifying the voices of people with lived experience and honouring and valuing the power of diverse lived experiences through co-design.

Our social impact efforts are guided by our overarching organisational strategy, reflecting our deep commitment to the wellbeing of our communities. We foster collaboration across the sector, and unite to advocate on behalf of our communities, driving meaningful system improvements. Further, we maintain a strong focus on impact measurement, rigorously assessing how our services contribute to the tangible improvement of the wellbeing of those we serve.

Entity details

Mind Australia Limited

ACN	005 063 589
ABN	22 005 063 589
Registered	24 June 1974
Head Office	Building 8, Level 3, 584 Swan Street Burnley VIC 3121
Website	www.mindaustralia.org.au
Operating Name	Mind Australia

Schizophrenia Fellowship of New South Wales Limited trading as One Door Mental Health

ACN	617 236 914
ABN	58 903 786 913
Head Office	27 Fennell Street Parramatta NSW 2150
Website	www.onedoor.org.au

The Haven Foundation Limited

ACN	134 589 398
ABN	46 640 715 540
Head Office	Building 8, Level 3, 584 Swan Street Burnley VIC 3121
Website	www.havenfoundation.org.au

The Haven Foundation Australia Limited

ACN	644 350 756
ABN	92 644 350 756
Head Office	Building 8, Level 3, 584 Swan Street Burnley VIC 3121

Mind Australia's structure, operations and supply chains

Mind Australia supports people experiencing mental health and wellbeing concerns to find help, hope and purpose in their lives. As one of the largest providers of psychosocial services in Australia, Mind Australia offer a range of residential, mobile outreach, centre-based and online services. Mind Australia's service delivery is governed through an area-based management structure, with some exceptions where there is reach across multiple geographic locations (e.g. Telehealth services). Over the past 12 months, functions of the One Door Support Hub have integrated into Mind's Business Support Hub, providing corporate support services across all entities.

One Door Mental Health strives to create a world in which people with a mental ill-health are valued and treated as equals. As a leading specialist mental health provider operating throughout New South Wales, One Door Mental Health offers a range of services including mental health, clinical and carer supports. One Door Mental Health's governance structure focuses on sharing leadership and authority through mutual trust. Staff are trusted to do their jobs, take up operational tasks, and share skills, knowledge, and accountability as a team. One Door Mental Health resources staff with coaches who work alongside self-organising teams, managers who lead with purpose driven approaches.

The Haven Foundation aims to establish and maintain a safe, secure living environment for people with enduring mental illness which includes appropriate support systems provided by a service organisation, in partnership with families, carers and volunteers. As a registered Victorian Community Housing Provider, The Haven Foundation builds, provides and operates community housing specifically for people living with complex mental illness and psychosocial disability. The Haven Foundation's unique model of care, developed in conjunction with the Victorian State Government, is the service model used at The Haven Foundation accommodation to provide onsite support to residents, offered through partnership with community mental health providers. Residents maintain freedom of choice for their provider. Tenancy services are provided through The Haven Foundation structure and supported by the Mind Business Support Hub.

The Haven Foundation Australia Limited is registered with the National Regulatory System of Community Housing (NRSCH) which regulates SA, NSW, ACT, QLD, TAS and NT. The Haven Foundation Australia Limited has one community housing site, currently under development in South Australia.

Development of The Haven Foundation and The Haven Foundation Australia Limited asset portfolios are managed through the respective Board of Directors, Leadership team and Mind's Business Support Hub.

All roles within Mind Australia are risk assessed, and employees must obtain appropriate checks and clearances prior to commencing employment. Further evidence of qualifications and registrations may be required for particular roles. Mind Australia requires all staff to attend mandatory training prior to commencing work and further development courses are available for staff throughout their employment. As legislation, reporting requirements or operations change, the Learning and Development team design and review relevant training courses to ensure quality of service, compliance and staff support.

Through the Business Support Hub, the majority of suppliers are managed by the Facilities and Procurement team while certain delegated officers enact discretionary budget to engage suppliers to meet strategic targets. All delegated officers have full responsibility to act and ensure they execute their authority based on Mind's Code of Conduct, policies, guidelines and procedures and all legislative requirements in the execution of these delegations. Contractors engaged by Mind Australia must work in accordance with our Contractor Code of Conduct Procedure and the Contractor Management Procedure. This provides direction

to Contractors on Mind's values and articulates the expected behaviour and high professional standards required from contractors in the course of their engagement with Mind.

Mind Australia key supplier categories include:

- Partnership services with other NFP's or healthcare providers
- Professional consulting services
- Insurances
- Real estate charges/rent
- Fleet and vehicle Hire
- Construction and maintenance services
- Cleaning services
- Technology hardware and software
- Energy – electricity, gas, water

Mind Australia's operational and supply chain risks

In our operations

In 2024, we conducted a comprehensive supplier assessment. As our operations have remained largely stable, supplier categories and associated risk profiles are unchanged for 2025. This assessment was conducted to determine whether our operations or supply chains may be involved in causing, contributing to, or being directly linked to modern slavery practices. While most of our operations include direct service provision and associated employee expenditure, we acknowledge several risks, particularly in outsourced services. We identified vulnerabilities related to sectors such as construction, facilities maintenance, fleet, and cleaning services. For example, higher risks are prevalent in construction, where subcontracting arrangements increase the risk of modern slavery.

In our supply chain

In assessing our wider supply chains, we considered factors such as geographic risks associated with material sourcing, the nature of the products and services we procure, and the industries in which they operate. Limited visibility poses challenges, especially within complex, multi-tiered supply chains. For Mind Australia, vulnerabilities arise at secondary levels of the supply chain, particularly in sourcing materials for construction, IT hardware and equipment.

Actions taken to assess and address risk

Over the past year, there has been a strong focus on building awareness of modern slavery risks across all levels of the organisation. This has been supported by a series of targeted actions and initiatives. A comprehensive review was undertaken to assess the availability and relevance of modern slavery training modules offered by Australian-based learning providers and other not-for-profits. This review identified a gap in resources tailored to the mental health and community housing sectors. In response, Mind developed a bespoke, in-house training module designed to build foundational awareness of modern slavery risks, particularly within the context of our service delivery. This initiative was a collaborative effort between the Risk and Governance and Learning and Development teams, ensuring the module captured up to date modern slavery risk content, and remained contextually relevant to our services.

The module is structured around key themes, including:

- What is modern slavery?
- Types of modern slavery
- Recognising the signs of modern slavery
- How to report concerns of modern slavery
- Mind's responsibilities

The module was launched in June 2025, with a completion rate of 43% by October 2025. Completion is mandated for all staff, with new employees required to complete the training within the first year of commencing their role.

To further enhance organisational capability, employees in roles directly associated with contractor management and risk participated in additional external learning sessions focused on identifying and mitigating modern slavery risks in operations and supply chains.

Organisational growth and analysis of existing data management systems highlighted key areas for improvement in supply chain management from a modern slavery perspective. Over the coming year, plans for a new Facilities Management System upgrade will be implemented within the Business Support Hub. The enhanced system will ensure first-line contractors maintain current business data and certifications, along with evidence of participation in Australia's modern slavery response.

Mind's Modern Slavery Prevention Policy forms the foundation for assessing and mitigating modern slavery risks within our operations and supply chains. To support employees and further reduce risk, an accompanying procedure was created for reporting modern slavery risks within the workplace while organisational policies and procedures continue to be reviewed through a lens of modern slavery.

In this early phase, we focused on reviewing our top suppliers to understand their modern slavery compliance obligations and assess whether they meet these standards. A central part of this effort has been conducting a risk review of our top 100 suppliers, who collectively represent 83% of our total supply chain expenditure. This review is crucial in identifying and prioritising areas of greatest risk.

A key aspect of this evaluation involves verifying whether suppliers are compliant with the *Modern Slavery Act 2018* and are actively reporting their efforts. By assessing their reporting status and reviewing their modern slavery statements, we can gain further insight into their operational transparency and commitment to addressing modern slavery risks. Through this review, we identified vulnerabilities and commit to working closely with our suppliers to strengthen the approach to modern slavery risks. This process guides future actions as we further embed our policy and expand our efforts as part of a wider strategy to address modern slavery.

Within our operations we have established policies and procedures that underpin the importance of employee and workplace rights and are aligned with the Code of Conduct. They include:

- Whistleblower Policy
- Recruitment Policy
- Inclusion Policy
- Employee Assistance Services Procedure

These processes establish employee support systems beyond hierarchical line management promoting greater employer responsibility and reducing risk of harm to employees.

Assessment of effectiveness

Mind Australia operate under a continuous quality improvement framework that enables us to effectively plan, implement, monitor, and refine our actions. Our organisational systems, including a risk register, facilitate the systematic review of strategic and operational risks, ensuring that modern slavery risk assessments are integrated into our processes.

Our governance structure supports the development and oversight of key policies, such as the Modern Slavery Prevention Policy. The Policy Committee fosters consultation and collaboration across our entities, promoting the sharing of best practices and alignment in addressing modern slavery risks. Further, our integrated systems enhance quality improvement through efficient document management and regular review cycles.

Future goals

- Review processes for supplier procurement
- Review existing contractor profiles
- Further develop the risk assessment process for suppliers
- Encourage contractor engagement with modern slavery training and practices

Consultation process with internal entities

Where Mind Australia controlled an entity during this reporting period, each entity was consulted to the development of this joint statement. Senior Leadership, Board members and relevant departments within each entity were engaged to spread awareness, contribute to structures and inform on the development of this statement.