

Mind Australia Group

Modern Slavery Statement

2024

Mind Australia Group



Acknowledgement of Country

Mind Australia Group 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.

We are committed to change across our organisation that will support improved outcomes and experiences for Aboriginal and Torres Strait Islander peoples and communities.

Our journey to support reconciliation is about seeking substantive changes to improve lives. Our Innovate Reconciliation Action Plan (RAP) builds on the foundations created by our Reflect RAP and is the crucial next step in the Mind Australia Group's strategic vision for inclusive and innovative mental health services.

Mind Australia Group proudly supports the Uluru Statement from the Heart – an invitation to the Australian people from First Nations Australians. The Uluru Statement from the Heart asks Australians to walk together to build a better future by establishing a First Nations Voice to Parliament enshrined in the Constitution, and the establishment of a Makarrata Commission for the purpose of treaty making and truth-telling.

Mind Australia Group also supports The Gayaa Dhuwi (Proud Spirit) Declaration – the touchstone of Gayaa Dhuwi Australia's work to reform Indigenous social and emotional wellbeing, mental health and suicide prevention and secure a fit for purpose mental health system for Aboriginal and Torres Strait Islander peoples.



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Introduction

Mind Australia Group is a not-for-profit mental health and wellbeing provider of psychosocial supports and community housing nationally. The Group includes Mind Australia Limited, One Door Mental Health, The Haven Foundation, and The Haven Foundation Australia Limited. The merger of One Door Mental Health and the Mind Australia Group, 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, entrusted to deliver federal and state government funded services across Australia.

Each entity is governed by an independent Board of Directors. Management required for Mind Australia Limited, The Haven Foundation and The Haven Foundation Australia Limited is provided by Mind Australia. Management for One Door Mental Health remains in a transitional phase until full integration takes place on 1 January 2025. Each entity has established frameworks and policies to enhance organisational governance and ensure compliance.

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

The Mind Australia Group is a leading employer of people with lived experience of mental ill-health. We value the expertise and leadership of people with lived and living experience of mental health challenges, distress, and alcohol and other drug use, and the expertise and leadership of families and carers, as we work together to influence and transform the services and systems in which we work. Lived experience is a central feature in our 2021-2026 organisational strategy, particularly in relation to the growth of peer and lived experience workforces and the critical role of participation and co-design. 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

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 Group



Mind Australia Group'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).

The Support Hub within Mind Australia provides corporate support services across all entities with One Door Mental Health maintaining business support services locally throughout the transitional phase of the merger.

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. Throughout the merger transition period, One Door Mental Health has maintained its governance structure, Recovery 2gether, which 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 Recovery 2gether approaches and the One Door Support Hub which assists corporate and whole-of-organisation functions.

The Haven Foundation aims to establish and maintain a safe, secure living environment for people with a serious 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 Group's 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 Australia's Support Hub.

All roles within Mind Australia Group 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 Group 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 Support Hub, the majority of suppliers are managed by the Facilities and Procurement teams 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 Australia's Code of Conduct, policies, guidelines and procedures and all legislative requirements in the execution of these delegations. Contractors engaged by Mind Australia Group must work in accordance with our Contractor Code of Conduct Procedure and the Contractor Management Procedure. This provides direction to Contractors on Mind Australia's values and articulates the expected behaviour and high professional standards required from contractors in the course of their engagement with Mind Australia.

The Mind Australia Group key supplier categories include:

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

Mind Australia Group's operational and supply chain risks

In our operations

An 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 Group, 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

This is our first Modern Slavery Statement, and we made progress in developing our Modern Slavery Prevention Policy as part of a broader strategy to address these risks. The policy forms the foundation for assessing and mitigating modern slavery risks within our operations and supply chains, marking an important initial step.

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 80% 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 procedures in place that underpin the importance of employee and workplace rights. These procedures are aligned with the Code of Conduct and 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 Group 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 group 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

- Create staff awareness training module fit for our newly launched learning management system
- Review existing employee support policies with a modern slavery prevention lens
- Expand guidance on modern slavery risk assessment for key roles that intersect with our supply chain
- Develop partnership approach with key stakeholders to promote modern slavery oversight across the sector
- Further detailed supply chain mapping

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.

Mind Connect

1300 286 463

Carer Helpline

1300 554 660



Mind Australia Group



Mind Central Office

Building 8, Level 3, 584 Swan Street
PO Box 5 107 | Burnley VIC 312 1

p 1300 286 463

e mindconnect@mindaustrialia.org.au

w mindaustrialia.org.au



Mind Australia Limited ABN 22 005 063 589