

ONCALL Group Australia Modern Slavery Statement

Published December 2023



ONCALL
GROUP AUSTRALIA

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Introduction

This is the second Modern Slavery Statement issued by ONCALL Group Australia (ONCALL) (ABN 27 633 010 330) pursuant to the Modern Slavery Act 2018 (Cth). This statement, which relates to the financial year ending 30 June 2023, was approved by the Board of ONCALL on 14 December 2023 and covers all entities controlled by it.

ONCALL Group Australia is an integral part of the disability and child, youth and family services sectors in Victoria, Queensland, New South Wales and South Australia.

We support children, young people, and adults with disability through a range of funded services that enable them to live life their way at home and in the community. ONCALL Group Australia is committed to child safety, safeguarding and zero tolerance. We take seriously our responsibility to ensure the safety and well-being of all children, young people and adults we support.

This breadth of experience and expertise is not something you often find in a single organisation. It gives us a holistic understanding of the industry and enables us to deliver tailored services to the highest standards.

At ONCALL, we stand for:

- Human rights
- Zero tolerance to harm, abuse and neglect
- Child safety
- Promoting independence
- Caring for those in need

As a disability services provider focused on providing care for others and their wellbeing, we are committed to and recognise our responsibility to help eliminate and mitigate modern slavery risks in our operations and supply chain.

We welcome the opportunity afforded by the Modern Slavery Act 2018 (Cth) to contribute to the global effort to eradicate modern slavery, and this statement outlines what we have done for this purpose during 2022-23*.



Craig Rushton
Board Chair
ONCALL Group Australia
Date: 14 December 2023

*The statement is based on information available at the time of preparation. ONCALL does not warrant the accuracy and completeness of any third party information.

Vision and Services

The ONCALL Vision - 2023

The ONCALL Group vision is to deliver Peace of Mind for clients, families and broader stakeholder groups.

What we do best

Our passion is helping our clients live their best lives. As a team, our goal is to lead transformational change in the Disability Sector with emphasis on social inclusion through respectful, dignified, and passionate client support.

	<p>Relationships To build trusting, transparent, life-long relationships with our clients.</p>		<p>Supported Living Options</p>
	<p>Quality Service To deliver high quality, responsive, easy-to-use services.</p>		<p>Individual Support</p>
	<p>Capabilities To take a leading role in building capability and capacity in our sector.</p>		<p>Youth Services</p>
	<p>Employer of Choice To be an employer of choice, that our people are proud to work for.</p>		<p>Support Coordination</p>
	<p>Market Leader To harness the combined strengths of our group to attain a market leading position.</p>		<p>Labour Hire Services</p>

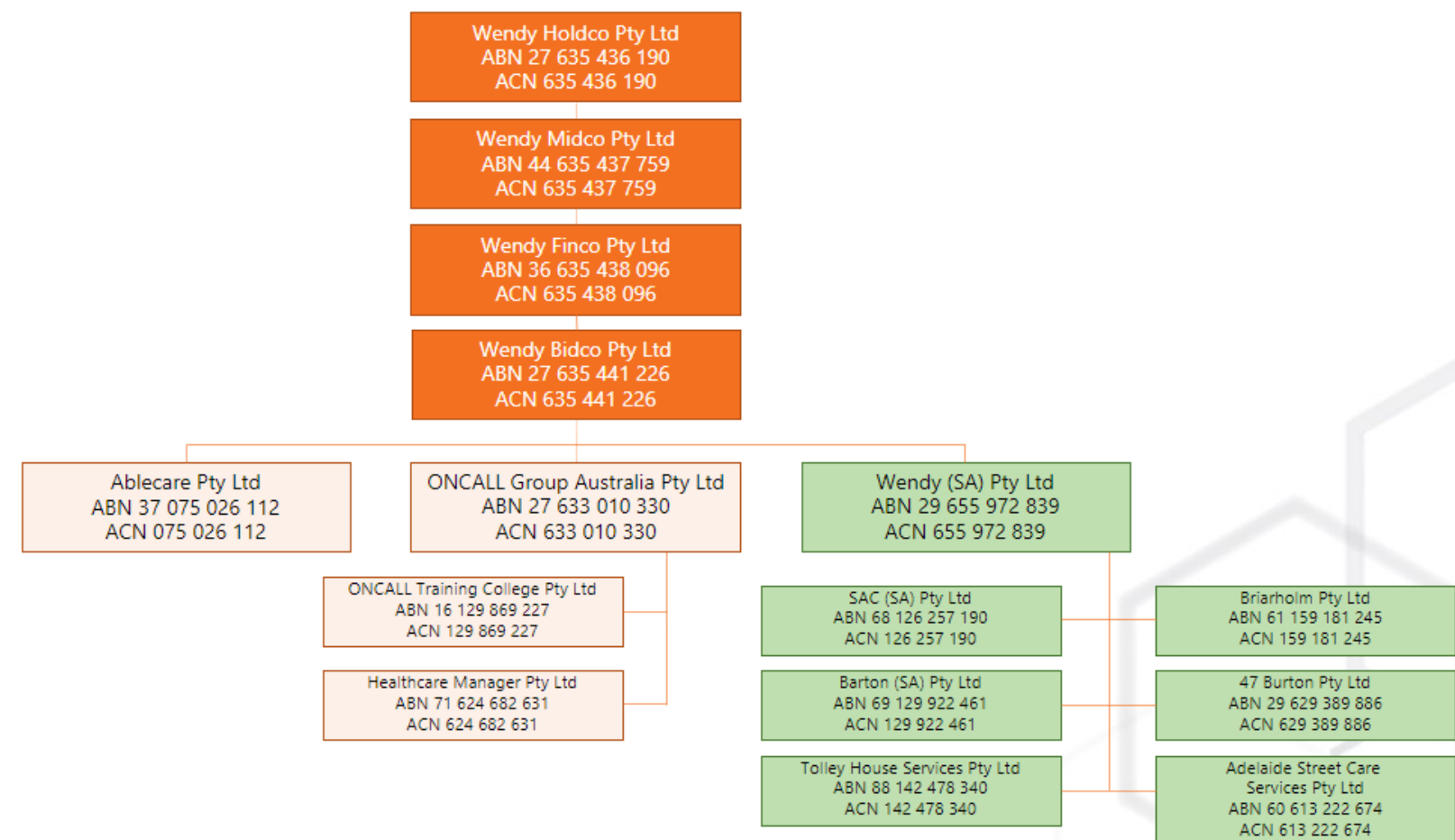
Structure, Operations and Supply Chain

Structure

ONCALL Group Australia is part of a wider Group, whereby Wendy Holdco Pty Ltd is the parent company with fourteen subsidiary entities. The main operating entities (ONCALL Group Australia) are Ablecare Pty Ltd, ONCALL Group Australia Pty Ltd, SAC (SA) Pty Ltd and ONCALL Training College Pty Ltd, which operates our services and employs our team members.

The ONCALL Board oversees the performance and operations of ONCALL Group Australia. Its roles and responsibilities are set out in a Board Governance Manual and ONCALL Group Australia Board Director Declaration and is assisted by sub committees which include members of the Board. The Finance, Audit, Compliance, and Risk Management Committee (FACRM) oversees modern slavery risk.

Wendy Holdco Pty Ltd and it's relevant subsidiary companies are all Australian companies that operate in Australia only.



Operations

We provide Support at Home, Supported Accommodation, Support Coordination, Allied Health, Casual Support Staff plus Child, Youth and Family Services.

ONCALL Group Australia undertakes all procurement for the group. ONCALL aims to use local suppliers where possible which creates long term relationships and offers investment back into local communities.



Structure, Operations and Supply Chain (continued)

Supply Chain

ONCALL procures a broad range of products and services from a range of suppliers ranging from small local traders used for one off purchases to larger vendors with more ongoing and longer-term supply agreements.

The main types of goods and services were:

- Electricity and gas
- Groceries and property maintenance
- Consultancy services
- Computer equipment and software
- PPE

Modern Slavery Risks

Modern Slavery encompasses criminal offences relating to deprivation of civil liberties, human trafficking, forced marriage and child labour but does not extend to unlawful practices that do not otherwise have elements of slavery, servitude, or debt bondage.

Supply Chain Risks

The risk of modern slavery means the potential for ONCALL Group Australia to cause, contribute to, or be directly linked to modern slavery through its operations or supply chains. Risks could be that ONCALL Group is indirectly involved in modern slavery.

Operations Risk

All team members providing care to our clients are recruited and based in Australia and are protected by industrial laws, Modern Awards, and ONCALL policies and procedures that provide safeguards against modern slavery.

ONCALL is not aware of any situations in which modern slavery exists within its own operations, or in the operations of its direct suppliers. However, the risk area for ONCALL is the ability to identify suppliers, who cause, contribute to, or are directly linked to, modern slavery. To address this, ONCALL will continue to develop its modern slavery risk framework and exposure to modern slavery through improved risk assessment and due diligence with suppliers.

Actions to address Modern Slavery Risks

Policies

Our policies, including this Modern Slavery Statement, Charter of Human Rights and Responsibilities Policy (VIC), Corporate Responsibility Policy and Code of Conduct. These policies reflect ONCALL Group Australia's commitment to respecting human rights and generally acting ethically and with integrity in our business relationships and compliant with relevant laws and legislation.

Questions and Reporting

ONCALL encourages its team members, customers and other business partners and stakeholders to report any concerns and raise any questions they may have related to ONCALL direct activities, or the services provided to and from ONCALL.

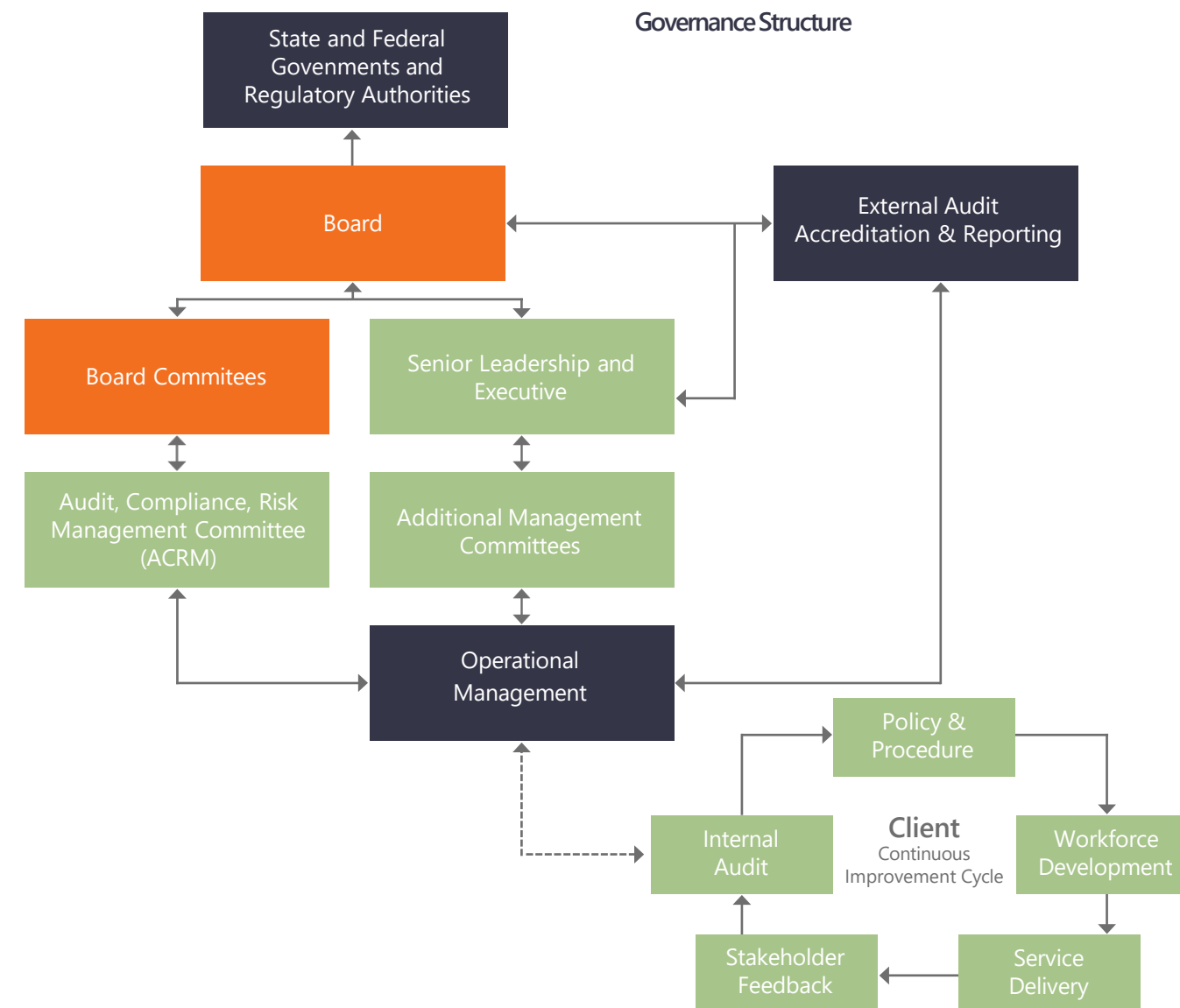
ONCALL's reporting procedure is designed to make it easy for team members to make disclosures in full confidence without fear of retaliation, including but not limited to anonymous reporting via a dedicated email address that is directed to the ONCALL internal Quality team.

ONCALL also has a dedicated People & Culture team where team or external stakeholders can contact People & Culture directly and provide feedback or raise concerns.

Governance

ONCALL Board oversees the performance and operations of the ONCALL Group. Its roles and responsibilities are set out in a Board Governance Manual, ONCALL Group Australia Board Director Declaration and it is assisted by its sub-committees, which include members of the Board. In efforts to govern Modern Slavery, the ONCALL Board is responsible for:

- Monitoring and reviewing ONCALL's compliance with the principles of the Modern Slavery Act 2018; disclosing that management has reported to it as to due diligence in ensuring that there is no evidence of any act of modern-day slavery or human trafficking within the organisation.
- Reviewing ONCALL's governance and compliance framework to ensure risk oversight and management in regard to modern-day slavery and human trafficking and satisfying itself that Management has developed and implemented sound internal controls through Finance, Audit, Compliance and Risk Management Committee (FACRM).



Our Effectiveness

This is the second reporting period for ONCALL. We have taken the relevant steps to implement, monitor, and continuously improve our modern slavery risk management framework to identify and assess modern slavery risks in our operations and supply chain. To date, no complaints or concerns relating to modern slavery have been raised.

Consultation with entities

ONCALL Board oversees the performance and operations of the ONCALL Group. Executive Directors of ONCALL group take part in ONCALL Board meetings. All Group companies are managed by the same Executive Directors and accordingly consider that all group companies were consulted with in relation to this statement.

www.ONCALL.com.au

ONCALL Group Australia Pty Ltd ABN 27 633 010 330

