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Modern Slavery Statement

1 July 2020 – 30 June 2021

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Introduction

Helping Hand Aged Care Incorporated (“Helping Hand”) is an aged care provider that offers help at home, retirement living and residential care to over 7,000 older South Australians in Adelaide and regional South Australia. Established in 1953, Helping Hand has served the South Australian community for over 65 years.

At Helping Hand we value independence, choice, freedom and quality of care. Our vision is to be the most trusted and exceptional partner in aged care and wellbeing services. This vision is driven by our core values of Excellence, Respect, Compassion and Community and is underpinned by our mission which is “we create communities and experiences to enable older people to live their best lives”.

Taking steps to mitigate modern slavery and ensuring sustainable and ethical supply chains is in line with our vision and core values. Helping Hand recognises that we play a significant role in the aged care industry and we strive to implement best practise in everything we do.

Helping Hand does not tolerate modern slavery practices. In this reporting period, we have taken genuine steps to identify risks of modern slavery and implemented many actions to work towards ensuring transparency across our supply chains.

This is Helping Hand’s second modern slavery statement and is for the period of 1 July 2020 to 30 June 2021. In Helping Hand’s first reporting period we became aware of our need to comply with the *Modern Slavery Act 2018* (Cth) (“Act”). Since becoming aware of our obligations, Helping Hand has taken a number of steps and measures to not only comply with the Act, but take active steps to address our requirements.

Helping Hand is proud of the progress we have made in the reporting period and the engagement by our personnel to identify risks of modern slavery and implement processes and procedures. In this statement Helping Hand demonstrates the significant progress we have made with regard to modern slavery compliance.



Criteria 1 Reporting Entity

The reporting entity is Helping Hand Aged Care Incorporated (ABN 19 636 743 675).



Criteria 2 Structure, Operations and Supply Chains

1. Structure

Helping Hand is a South Australian incorporated association and registered with the Australian Charities and Not-for-profits Commission.¹ Helping Hand operates solely in South Australia and does not control any other entities.

Helping Hand is governed by a board of directors who provide an independent view of governance and ensures we are performing to the highest level to meet our client needs. Helping Hand's board has a deep understanding of the aged care sector. Our executive team is responsible for the overall management of our operations. They have a diverse range of qualities, qualifications and characteristics that enable us to deliver the best possible services for our clients.

Helping Hand employs around 1,189 permanent staff across 20 locations in South Australia providing care to over 7,000 clients in their homes and ours. In addition, we engage 241 volunteers who support the work we do to provide aged care services. At Helping Hand, we employ people with a diversity of skills and training to provide aged care services to our clients.

1. Head office located at 34 Molesworth Street, North Adelaide, South Australia.



2. Operations

At Helping Hand we provide a range of aged care services across South Australia. The services include:

Retirement Living

Helping Hand has six retirement living communities. Services we provide to these communities include maintenance and gardening services to the retirement living homes.

Residential Care

Residential Care homes are offered across 9 locations. Services include respite, personal care and nursing, meals, laundry and cleaning.

Help at Home

Assistance is provided to those who are still in their homes across metropolitan Adelaide, Eyre Peninsula, Barossa Valley, Mid North, Lower North and Yorke Peninsula. Services Helping Hand provides include cleaning, personal care, garden and home maintenance, home modifications, transport, social support, nursing and respite.

Wellness

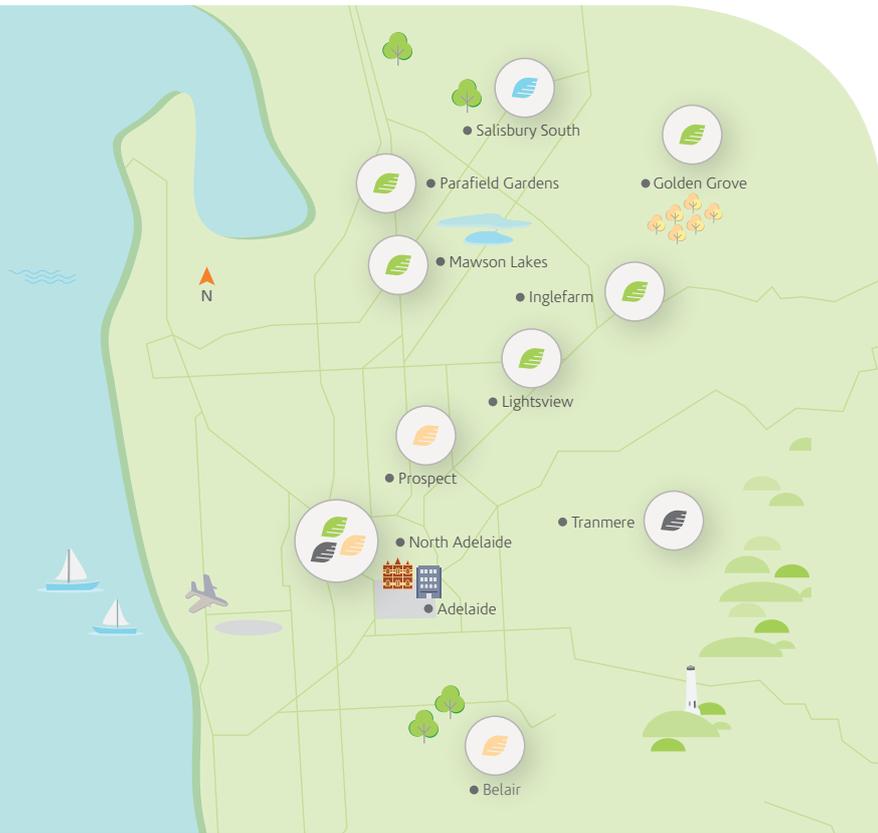
Helping Hand also provides various wellness services to our clients such as allied health and nursing, social groups, mental wellbeing, short courses and exercise classes.



Locations of operations are as follows:

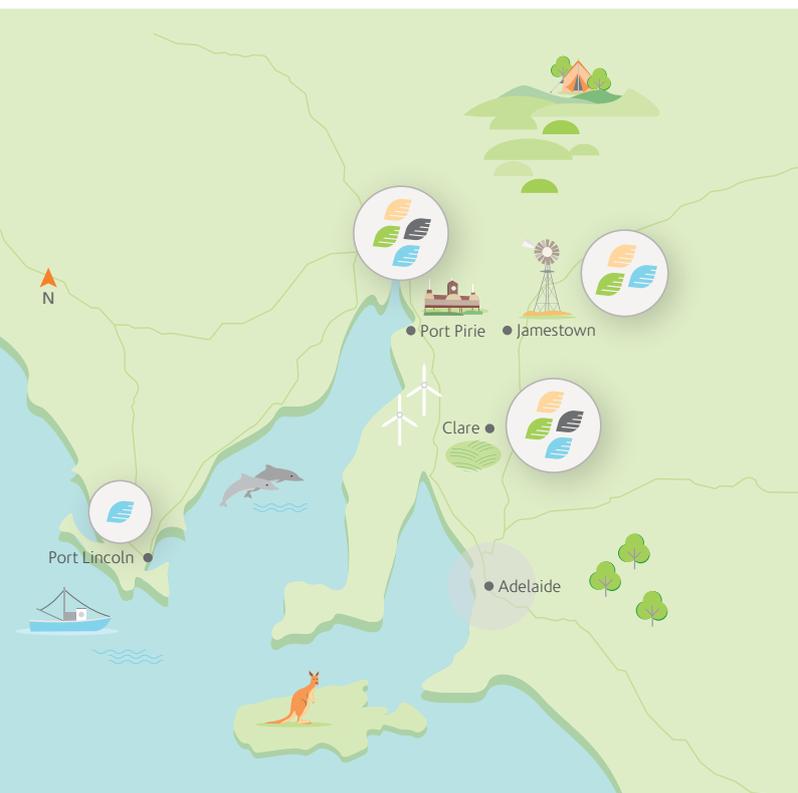
Metropolitan Adelaide

-  Residential care
-  Independent living units
-  Community centres
-  Corporate



Country South Australia

-  Residential care
-  Independent living units
-  Community centres
-  Corporate





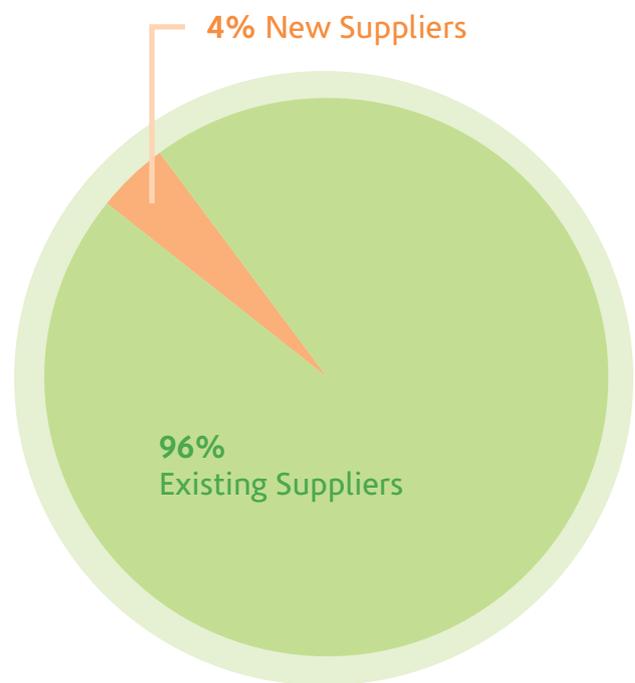
3. Supplier Relationships

Helping Hand operates solely in South Australia and we endeavour to source from local South Australian suppliers where possible.

Helping Hand has developed and maintains long term stable relationships with the majority of our suppliers. Client satisfaction is a core part of our purpose and operation, therefore a client may have a specific supplier preference, for example, a hairdresser. On this basis, these types of suppliers are typically shorter engagement and of a lower spend. Helping Hand prides itself on delivering solutions that meet the needs of our residents and this requires Helping Hand to be flexible in our supplier engagement.

In the reporting period Helping Hand engaged with 677 tier 1 suppliers, of which the majority are long term suppliers.

Percentage Split of Spend



96% of our annual spend is with suppliers that we have existing, and in many cases longstanding, relationships. Helping Hand acknowledges however that a lower spend does not equate to reduced risk.





4. Supply Chains

Helping Hand requires a range of services and goods in order to conduct our operations. Helping Hand categorises our services and goods as follows:

- **Consumables**
Food and beverages, from caterers and also non-perishables;
- **Administrative services**
Office supplies and suppliers providing training to staff;
- **Professional Services**
Accounting, marketing, legal and consulting expenses;
- **Facility Supplies**
Kitchen supplies, rental equipment and hardware on sites;
- **Electronics**
Electrical goods, computer (including software) and AV entertainment expenses;
- **Apparel and Laundry**
Linen, laundry equipment and clothing (uniforms);
- **Labour services**
Maintenance, building and security; and
- **Medical**
Medical equipment and supplies.

Supply Chain terms explained:

Tier 1 suppliers

Our tier 1 suppliers are those that Helping Hand directly engage to provide goods or services.

Operating location of tier 1 suppliers

Although all our tier 1 suppliers are engaged in Australia, some of these suppliers operate across many other countries. The map below represents the worldwide operations of these tier 1 suppliers.

Tier 2 suppliers

Our tier 2 suppliers are any suppliers that are engaged by our tier 1 suppliers. These tier 2 suppliers have no direct engagement by Helping Hand.

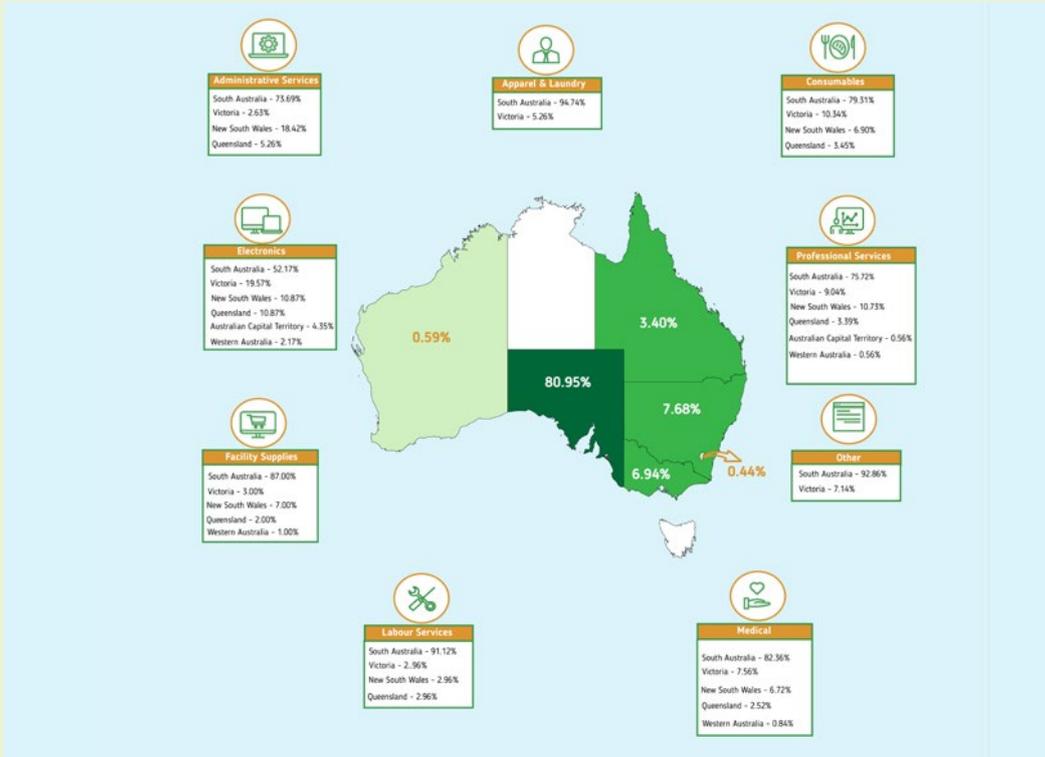
Raw materials

Raw materials are the basic materials that goods provided to us are made from. We ask our tier 1 suppliers to tell us (where applicable) where raw materials in their products are sourced from. The maps below demonstrate addressing the countries that our tier 1 suppliers source their raw materials.

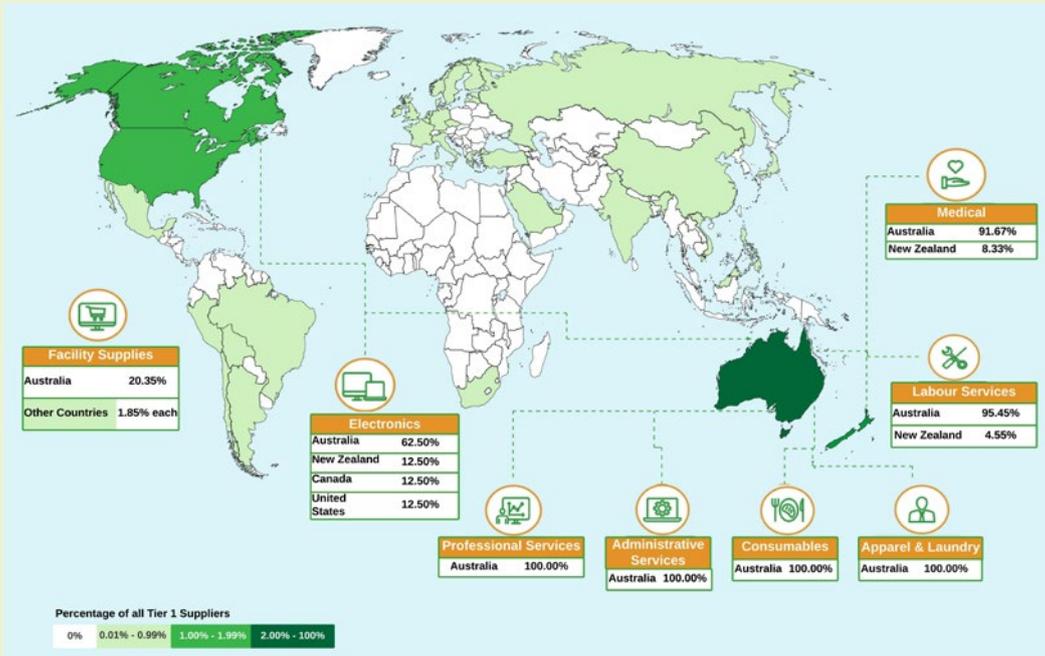


Helping Hand has undertaken significant supply chain mapping. The following maps demonstrate where our tier 1 suppliers are located in connection with the goods and services supplied, as well as tier 2 suppliers and locations of raw materials in our supply chains.

Locations of goods and services of our tier 1 suppliers

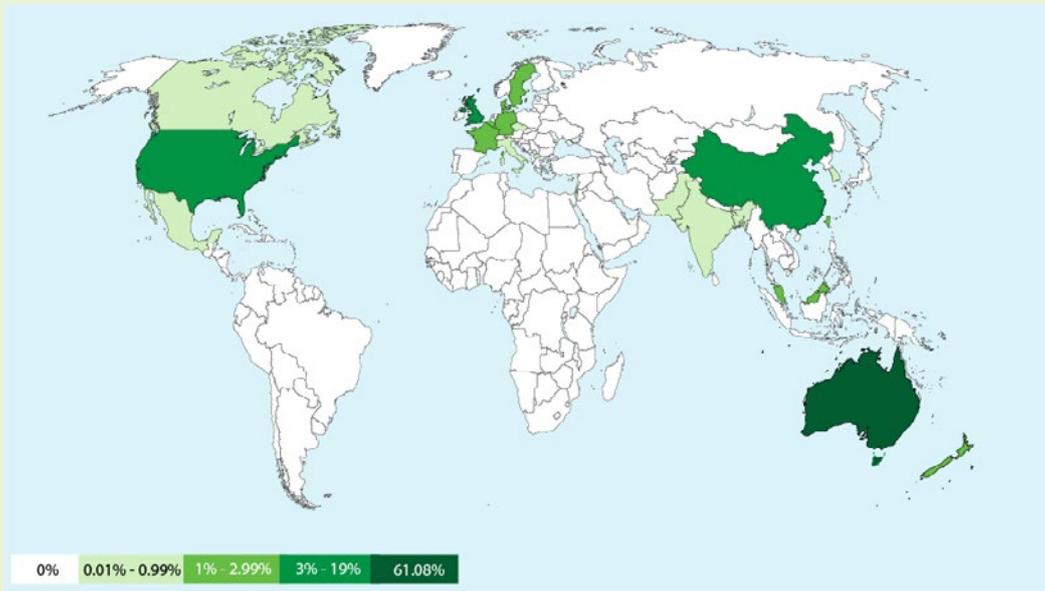


Operating locations of our tier 1 suppliers



Summary of all tier 1 suppliers operating locations measured by volume of supplier number per country. Segregated by industry type highlighting the global locations of suppliers providing services to Helping Hand.

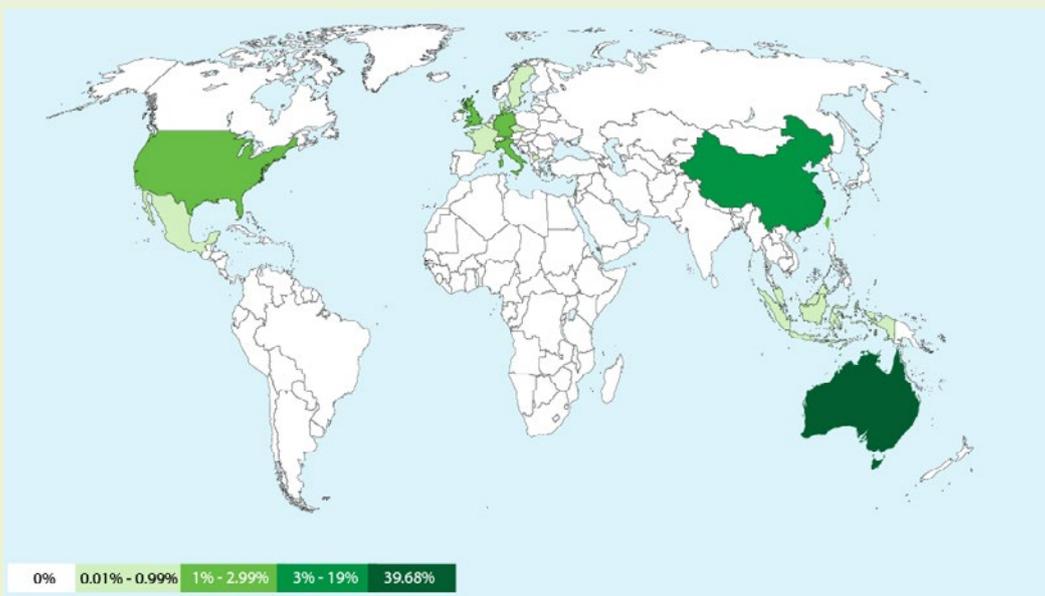
Operating locations of our tier 2 suppliers



The gradient reflects the percentage of our known tier 2 suppliers that operate in each country as assessed by tier 1 due diligence.

Helping Hand has also mapped the location of raw materials for 21% of high and moderate risk tier 1 suppliers (excluding service providers). A summary of locations with colour gradient based on raw materials sourced from each country is shown below.

Locations of our raw materials



Summary of raw material origin locations as assessed within tier 1 supplier due diligence.

The detailed supply chain mapping undertaken demonstrates that although we directly procure goods and services from suppliers who are all based in Australia, analysis of supply chains and looking beyond tier 1 suppliers demonstrates the global nature of Helping Hand's supply chains.

Criteria 3 Risks of Modern Slavery



Helping Hand understands that risks of modern slavery can present due to a variety of factors including:

- **Sector and industry risks**
Characteristics, products and processes may contribute to risks of modern slavery. Indicators of modern slavery include use of migrant workers, child labour, unskilled workers and foreign workers.
- **Product and services risks**
Certain products and services have a higher risk due to the way they are processed, provided or used. Indicators of modern slavery include short delivery timeframes, excessive working hours, certain products and child labour.
- **Geographic risks**
Certain countries present a higher risk of modern slavery. Countries with poor governance, conflict, migration flows and poverty present higher risks.
- **Entity risks**
Entities that have poor governance structures and treat workers poorly can present higher risks for modern slavery. Indicators of modern slavery can include poor procurement practices, noncompliance with human rights or labour standards, poor audit results and poor recruitment practices.

In the reporting period we undertook a detailed scoping exercise of our operations and supply chains². This was followed by detailed risk matrixing and due diligence. This enabled us to be in a position to comprehensively identify potential risks of modern slavery in our operations, tier 1 suppliers and enable us to commence looking further down our supply chains.



2. Helping Hand relied upon sources such as the Global Slavery Index to help assess risk.



Operations

Helping Hand is an aged care provider based in South Australia. All employees are paid in accordance with Australian employment standards and we have a strong corporate governance structure. Given this and the actions taken by Helping Hand in the reporting period to identify risks of modern slavery in our operations, Helping Hand is of the view that the risks of modern slavery in our operations or causing modern slavery is low.

Notwithstanding that the risks of modern slavery in our operations or causing modern slavery is low, it is acknowledged that modern slavery can present in Australia. For example, risks of modern slavery may present with higher prevalence in services such as cleaning. Therefore, steps have been taken, as described in Criteria 4 (Actions) to address any unknown or hidden risks of modern slavery in our operations.

Procurement Practices

In this reporting period, Helping Hand took proactive steps to commence reviewing our procurement practices to determine whether Helping Hand could inadvertently contribute to modern slavery risks. This included identifying any inadvertent acts such as setting unrealistic supplier budgets or delivery timeframes.

Helping Hand has a procurement division that has oversight over many suppliers. Other areas of the organisation can engage suppliers, pursuant to delegated authority.

In the next reporting period further steps will be taken to review procurement across the organisation. Further training on modern slavery will be deployed and engagement expanded with personnel who engage suppliers in the organisation.





Supply Chains

As foreshadowed in our previous reporting period, Helping Hand is aware that risks of modern slavery may present with our tier 1 suppliers, although it is more likely that these risks will present in situations that we do not have a direct contractual relationship. Following extensive risk analysis of our supply chains, we believe we have taken significant steps towards identifying where risks of modern slavery can present. Such risk analysis has resulted in no immediate risks presenting in our tier 1 suppliers and if risk is to present, it may be deeper in our supply chains.

Helping Hand takes a cautious approach to assess risk in our supply chains. Following completion of Helping Hand's initial scoping exercise of our tier 1 suppliers, 159 suppliers were categorised as high risk and 223 as moderate risk. This risk characterisation is based on factors including a spend threshold, industry and location of suppliers.

As we progressed due diligence on these suppliers, the risk rating was generally downgraded as the actual risk each supplier presented was low. Below demonstrates the number of suppliers identified for due diligence and the change in risk profile once due diligence was undertaken.

As described above, Helping Hand only engages suppliers based in Australia. However, the data we have collected highlights that our suppliers also operate in countries and industries with a higher prevalence of modern slavery.

Completed Questionnaire Initial Risk Ratings



This image demonstrates initial risk classification of suppliers combined with suppliers issued a questionnaire and the reduction of risk profile on completion of due diligence.

Risk Movement due to Due Diligence



Final Risk Characterisation



Based on this information, Helping Hand has identified that the highest risks in our supply chains relate to suppliers who provide the following goods and services:

Apparel and laundry

Apparel and laundry pose a higher risk due to the origin of raw materials. This is on the basis that cotton is found and used in the apparel and laundry products that Helping Hand uses at our sites.

Helping Hand has visibility over our tier 1 suppliers who provide laundry and apparel goods and services and is now commencing investigations further down our supply chains to trace source origins of the cotton. However, there are practical challenges to gain transparency over our supply chains and it is very difficult to determine whether the cotton in our products is being sourced from areas in Asia where forced labour associated with cotton picking is rife.

As a result, Helping Hand considers that the sourcing of our raw materials in our apparel and laundry products presents a higher risk of modern slavery practices.

Labour hire – cleaning

Cleaning can attract risks of modern slavery. One of the reasons for this is that workers in this industry are often migrant workers or international students who may not be aware that they are being exploited, or fear repercussions if help is sought. Given this potential for exploitation, Helping Hand asks suppliers to indicate whether migrant or overseas workers are employed in order for us to gain an understanding of whether a supplier may present additional risks that need to be investigated. Training is imperative to facilitate identification of potential risks.

Consumables – food particularly fish and rice

The primary concern with fish and rice is the workers responsible for the catching/harvesting of the products. There are specific locations where the sourcing of these products has a particularly high prevalence of modern slavery. For fishing, Ghana, Indonesia, Thailand, Taiwan, South Korea, China, Japan and Russia have all been identified as having high modern slavery risks within the industry, whilst India and Myanmar present high risks of modern slavery for rice harvesting.

Based on the information Helping Hand has collected about its suppliers providing fish and rice, we identified none of our suppliers source fish or rice from the countries that are highest risk of modern slavery. Notwithstanding this, further investigations are required regarding the practices regarding the catching/harvesting of such consumables.

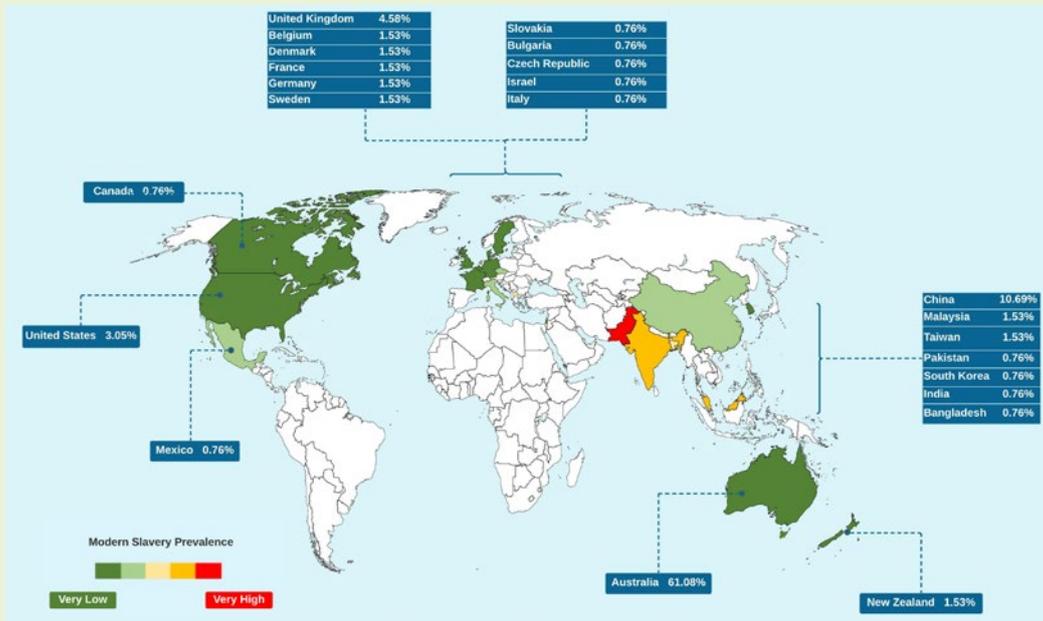




Based on the data gathered to date and the analysis of our supply chains, we are taking a risk based targeted approach to look further down our supply chains and prioritising the suppliers who provide us with the goods and services as previously described.

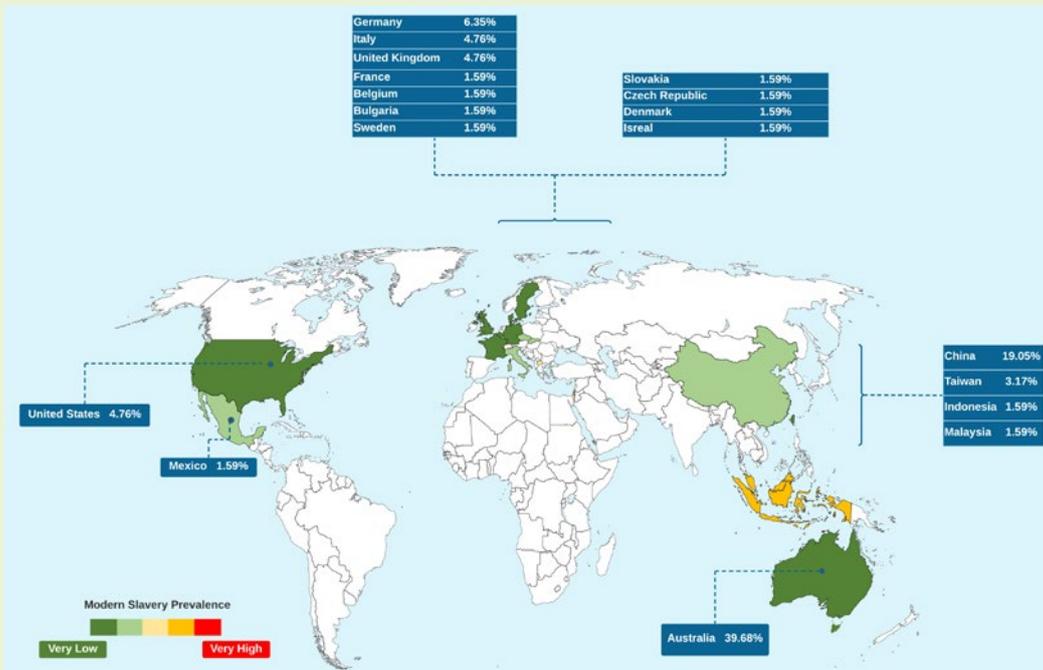
To assist with this approach, identification of locations of tier 2 suppliers and source of raw materials has given us the ability to identify locations of such goods and services as follows:

Location of tier 2 suppliers and risk profile of location



The above map shows our tier two suppliers and the associated modern slavery risks in the countries that these tier two suppliers operate in. The risk classification of the countries in this image is based on the prevalence of modern slavery in each country as assessed by the Global Slavery Index.

Location of raw materials and risk profile of location



The above map shows the source locations of our supplier's raw materials and the associated modern slavery risks in the countries that these raw materials are sourced from. The risk classification of the countries in this image is based on the prevalence of modern slavery in each country as assessed by the Global Slavery Index.

Criteria 4 Actions to Address Modern Slavery

In this reporting period Helping Hand implemented initiatives, actions, systems and processes to assess and address risks of modern slavery practices in our operations and supply chains. A summary of our actions is as follows:

Guidance & Systems

- Engagement of third party
- Annual modern slavery project plans
- Implementation of Modern Slavery Compliance Portal
- Reporting and auditing

Governance

- Executive oversight
- Modern Slavery project leader
- Development and implementation of Modern Slavery Policy
- Development and implementation of Supplier Code of Conduct

Supply Chain Mapping

- Detailed analysis and mapping of tier 1 suppliers
- Commencement of mapping tier 2 suppliers
- Risk prioritisation to identify source of raw materials

Scoping & Due Diligence

- Scoping exercise based on supply chain mapping
- Categorising suppliers and risk matrixing
- Supplier due diligence screenings
- Issuing questionnaires to high and moderate risk suppliers

Remediation

- Commencing remediation where necessary – further questions, training and site audits

Training

- Employee training
- Key supplier training

Contracting

- Implementation of modern slavery contract clause into Helping Hand contracts
- Review of contracting procedures

Guidance & Systems

In the reporting period we continued to engage a third party to provide us with overall guidance to ensure we are meeting our compliance requirements.

A significant and large piece of work in the reporting period was to implement a “Modern Slavery Compliance Portal” (“Portal”). The Portal is a digital platform that enables us to, amongst other matters:

- track all of our suppliers and their risk profiles;
- track deep supply chain analysis;
- automate risk matrixing;
- automate due diligence including issuing and analysis of questionnaires;
- supply chain analysis;
- auditing and insightful reporting;
- tracking remediation; and
- issuing requests for further information and training.

As guided by the third party, an annual modern slavery compliance project plan is implemented to ensure key objectives are being met regarding compliance activities.



Governance

Leadership

Helping Hand recognises the need to lead from the top and to engage various aspects of our business to implement effective compliance systems. To that end, a member of the executive is ultimately responsible for modern slavery compliance, with a project leader in procurement appointed as our modern slavery compliance champion.

Policies and Codes

To support our objectives the following policy and code were implemented in the reporting period:

1. Modern slavery policy

Sets out the procedures employees are encouraged to follow to report modern slavery or suspected modern slavery, employee training requirements and explains the procedure for due diligence on suppliers.

2. Supplier code of conduct

Applies to all of our suppliers, contractors and third parties and extends to all operations and geographical locations. The supplier code of conduct sets out Helping Hand’s expectations regarding labour and human rights, health and safety, environmental considerations, diversity and equal opportunity and business integrity.

The modern slavery policy and supplier code of conduct compliment policies already in place, including our Whistleblower Policy.

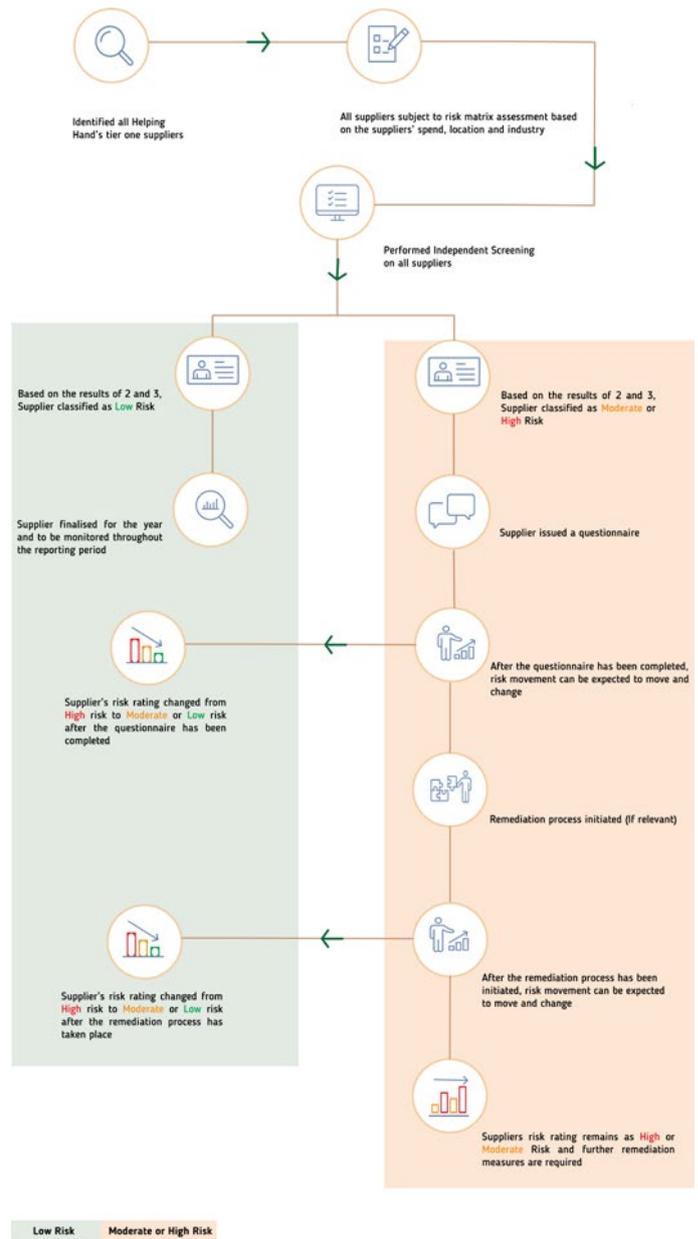


Supply Chain Mapping

As demonstrated above, we undertook significant analysis in the reporting period of our direct suppliers to analyse risk, locations of goods and services and commence looking down our supply chains. Helping Hand commenced mapping our tier 2 suppliers and to identify source locations of raw materials.

This has allowed us to take a targeted risk based approach to due diligence and gain an understanding of where our risks lie.

In the next reporting period Helping Hand intends to expand this mapping and continue to analyse deep into our supply chains.



Scoping & Due Diligence

To effectively assess and address risks of modern slavery in our supply chains, in this reporting period we implemented a comprehensive due diligence process on our operations and supply chains.

Our due diligence is automated and implemented via the Portal so we have a system that is fully auditable. A summary of our process for due diligence in the reporting period is:

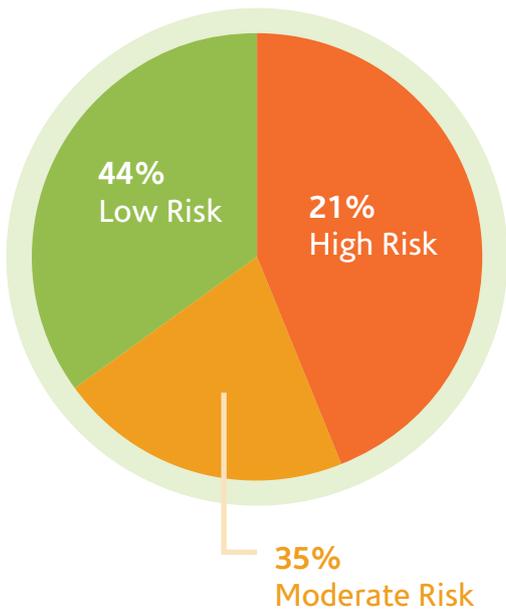


To elaborate the due diligence process, in the reporting period Helping Hand conducted the following procedure for due diligence on suppliers:

1. Risk Matrix Assessment

All tier 1 suppliers identified and risk matrixed considering entity, location, industry and spend. Suppliers are identified as either a high, moderate or low risk. The risk assessment produced the following results:

Results of Suppliers Matrix Assessment



2. Independent Screening

All suppliers were screened using a third-party database of publicly available information to identify any red flags. The screening process assesses a range of risks across the following categories:

Integrity risks	Corruption and bribery, serious and organised crime, terror, anti-competitive behaviour, government connections, fraud, money laundering, tax non-compliance and sanctions and restrictions
Environment, social and governance risks	Modern slavery, animal welfare, sales and marketing practices, health and safety, human rights, environmental degradation, employment practices, governance and management and regulatory enforcement
Data and cyber risks	Intellectual property, personal data privacy, data security
Operational and quality risks	Industry presence, product and service quality, operational quality and business continuity
Identity risks	Transparency, source of wealth
Financial risks	Financial stability, financial irregularities

The results of the independent screening were very positive and highlight the overall low risk nature of our tier 1 suppliers. After screening all of our tier 1 suppliers, 91% of our tier 1 suppliers did not produce any adverse results. There were only 4% of suppliers that presented high risk results, 3% of suppliers that presented moderate risk results and 2% of suppliers that presented low risk results.



3. Modern Slavery Questionnaire

Following the completion of the matrix risk assessment and the screening process, Helping Hand issued modern slavery questionnaires to those suppliers characterised as high and moderate risk.

In the reporting period, via the Portal, Helping Hand issued 251 modern slavery questionnaires to suppliers comprising:

- 217 existing suppliers; and
- 34 new suppliers.

Pursuant to Helping Hand’s modern slavery policy, new suppliers with anticipated spend over \$10,000 per annum must complete a modern slavery questionnaire.

Each questionnaire completed by a supplier is analysed with an overall recommendation on each supplier as to next steps and any action Helping Hand should take. Following the completion of the modern slavery questionnaire by suppliers, 79 suppliers were recategorized as low risk and 13 as moderate risk.



677
100% Suppliers Screened via Matrix Assessment

677
100% Suppliers Screened via Independent Screening

251
Issued Questionnaires issued to High and Moderate Risk Suppliers

Helping Hand has taken a cautious approach to assessing our suppliers. As a result, many suppliers that were initially assessed as high risk were reclassified as low risk and overall risk profiles reduced as we progressed through the due diligence process.

No immediate risks of modern slavery presented within our tier 1 suppliers, indicating that risks may present deeper in our supply chains as opposed to direct relationships. Importantly, the foundations laid in this reporting period will allow us to assess risk further down our supply chains.

As a result of the due diligence undertaken, risk profiles reduced as set out below:



* Removed suppliers with annual spend below \$10,000

Overall Summary of Risk Movement

Summary of all tier 1 suppliers risk movement over reporting period including effectiveness of all assessment, due diligence and remediation action taken. The summary provides context as to the average downward movement of suppliers over the due diligence lifecycle ending with an overall decrease of high and moderate risk suppliers and increase in low risk suppliers.

Remediation

In the reporting period our remediation focused on:

- asking additional questions to suppliers; and
- supplier training.

Through the due diligence process Helping Hand identified that some of our suppliers had limited knowledge and understanding of what modern slavery is and how to identify, assess, address and remedy any modern slavery risks that may be present in their organisation or supply chains.

To address this Helping Hand developed an interactive training module that led our suppliers through what modern slavery is, how it can be assessed and how to address modern slavery if it is identified or suspected. Further, it asked suppliers to indicate whether they will implement any systems and processes to address modern slavery risks. This training will help us gain further transparency over our supply chains. Trainings were issued to suppliers in the sectors of apparel and linen, labour hire, medical and consumables.

Outcome of remediation

In the next reporting period Helping Hand will refresh due diligence on suppliers. Analysis on suppliers who completed the training will be undertaken to determine whether any risks of modern slavery were identified or whether systems and processes were introduced. It is also intended to implement a site audit program on those suppliers that operate in higher risk sectors.



Training

Employees

Helping Hand implemented an interactive modern slavery employee training program. The training is available to all of Helping Hand's employees and specifically provided to employees who are involved in the procurement and engagement of suppliers. The training is an online module that educates employees on what is considered modern slavery and how they may identify and take steps to prevent and mitigate the risk of modern slavery in our supply chain.

Suppliers

As indicated, supplier modern slavery employee training was developed for our suppliers. This interactive training is issued to suppliers via the Portal to enable us to track completion. In the reporting period supplier training was focused on those that Helping Hand identified did not have measures in place to identify risks of modern slavery in the organisation or supply chains. In the next reporting period Helping Hand plans to roll the training out further, including to key suppliers.



Contracting

A modern slavery contract clause was drafted and implemented into Helping Hand's standard contracts. This clause has captured new suppliers on Helping Hand contracts.

In the next reporting period, Helping Hand is focussing on extending this contract clause to capture more of its direct supplier base by which procurement manage. Given the long-term nature of many suppliers, Helping Hand envisages that the process of ensuring supplier contracts have a modern slavery clause is likely to extend over the coming years.

Individual Supplier Tracking Example

The below highlights one example of a supplier that operates in food/consumables industry. We use this tracking system to be able to drill down to individual suppliers and consider the modern slavery risks that each supplier may present. This example highlights how much work we are doing with each of our suppliers to understand more about their operations and work with them to ensure their procedures and processes mitigate any potential modern slavery risks in their supply chains.



Example: via the Portal we track individual suppliers regarding risk and where remediation processes are in place. This is a de-identified example of the risk profile of a supplier in consumables/food services.

Explanation of each stage of example:

Risk Matrix

This supplier was originally classified as high risk based on our risk matrix, as it operates in an industry (fresh produce) that has higher modern slavery prevalence in its supply chains.

Screening

The screening showed that there was no publicly available information regarding the risk categories for this supplier.

Questionnaire

A questionnaire was issued to this supplier based on its high risk matrix classification.

Remediation – training issued

The response to this questionnaire indicated the lack of this supplier's policies and procedures to assess modern slavery risks in its supply chain. Based on this response, coupled with the operation in a high-risk industry, the legal recommendation was to issue training to this supplier.

Finalised 2020-21

The supplier completed the training and indicated that in future it would consider conducting preliminary due diligence on its suppliers and implementing a modern slavery policy.

2021-22 due diligence refresh

Target Risk – Low: This supplier will receive a refresh questionnaire. Based on this supplier's response to the training, Helping Hand expects that with these additional measures in place the supplier will be reclassified as low risk in the next reporting period.



Criteria 5 Effectiveness of Actions

Helping Hand has taken significant steps to lay the foundations for our modern slavery compliance program going forward. Now that the foundations have been laid, Helping Hand recognises the importance of reviewing the actions that have been implemented to ensure that they are effective and working. Helping Hand wishes to continually evolve and improve our processes and procedures and ensure that any gaps are being reduced.

In the reporting period, once a significant amount of due diligence on suppliers had been completed, Helping Hand conducted an internal audit. The purpose of the internal audit was to review due diligence processes implemented and specifically:

- review risk assessment processes including risk classification of suppliers;
- ensure all existing suppliers had due diligence conducted on them;
- ensure that all new suppliers had due diligence conducted on them;
- track whether any new suppliers were engaged and did not have due diligence conducted on them;
- review the timing of due diligence on suppliers and whether due diligence was conducted at or prior to engagement; and
- suppliers that were tracked for remediation.

The results of the internal audit indicated that the systems and processes introduced are being welcomed by personnel of Helping Hand, however there are some gaps with engagement of new suppliers.

In the next reporting period Helping Hand intends to:

- conduct another internal audit to see if progress has been made with audit results;
- review engagement of personnel with ensuring new suppliers are having due diligence conducted on them early in the engagement process; and
- review the employees who have completed modern slavery training and ensure compliance with the training.



Criteria 6 Consultation

This criteria is not applicable to Helping Hand.

Criteria 7 Further Information

Helping Hand does not tolerate modern slavery within our organisation or supply chains. Helping Hand has undertaken a significant amount of work in the reporting period and is proud of what we have achieved and implemented.

Looking Forward

Despite the significant steps that Helping Hand has taken, we intend to continue to lower the risk profile of our supply chains by:

- commence our annual refreshment of due diligence by issuing refresher questionnaires to suppliers to identify where changes have been made to policies and procedures;
- work with tier 1 suppliers to continue our progress in mapping our tier 2 suppliers, with a focus on those tier 2 suppliers that present the most risks due to industry and location;
- provide targeted modern slavery training to all Helping Hand workers who engage suppliers at any level;
- expand our due diligence processes to include conducting site audits on suppliers that operate in high risk industries;
- continue to follow our remediation processes for suppliers that present any modern slavery risks; and
- solidify the measures that we have implemented in the current reporting period to ensure they are effective and working as intended.

In this reporting period we have laid the foundations of a modern slavery compliance program which will enable us to dive deeper down our supply chains in the next reporting period.

Board Approval

The Board of Helping Hand has reviewed and approved this modern slavery statement.

Signed



Professor Brenda Wilson AM
Chairperson

Date: 27/8/2021

Helping Hand acknowledges the traditional owners of the lands on which our residential care homes, retirement villages and services are located and pays its respects to Aboriginal and Torres Strait Islander Elders, past, present and future.

Helping Hand

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Helping Hand
new aged care