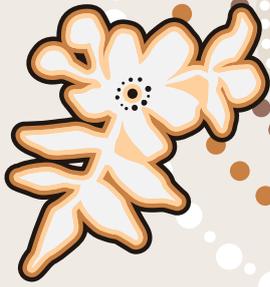


MODERN SLAVERY STATEMENT

Financial year 2024/2025

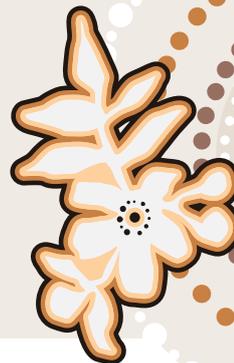
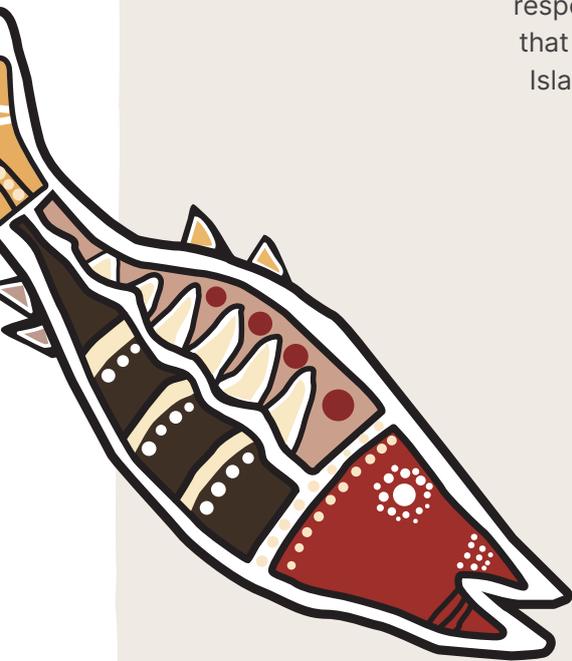




ACKNOWLEDGEMENT OF COUNTRY

Feros Care acknowledges all Aboriginal and Torres Strait Islander people as the First Nations peoples and we recognise their culture, history and connection to the land, sea, and sky. We acknowledge the Traditional Custodians of the lands on which we live and work. We pay our respects to Elders past and present. We extend that respect to our Aboriginal and Torres Strait Islander staff, clients, participants, residents, partners and stakeholders.

Danny Eastwood



CONTENTS

Introduction	4
About Feros Care	5
Our Core Values	5
About Aspire4Life	6
Policies	7
Feros Care Operations	8
Aspire4Life Operations	9
Our Supply Chains	10
Our spend across the business	10
Modern Slavery Risks	11
Identified risk areas	11
Due Diligence and Remediation	12
Operational Due Diligence	12
Supply Chain Due Diligence	12
Grievances and Remediation Processes	13
Organisational Awareness	13
Conclusion and Signatories	14

INTRODUCTION

At Feros Care, our purpose is deeply rooted in compassion, dignity, and respect. As a not-for-profit organisation committed to people care, we strive to create healthier, happier, and more connected individuals in the communities we serve. We recognise that upholding human rights and ethical practices is not just a responsibility; it's fundamental to who we are.

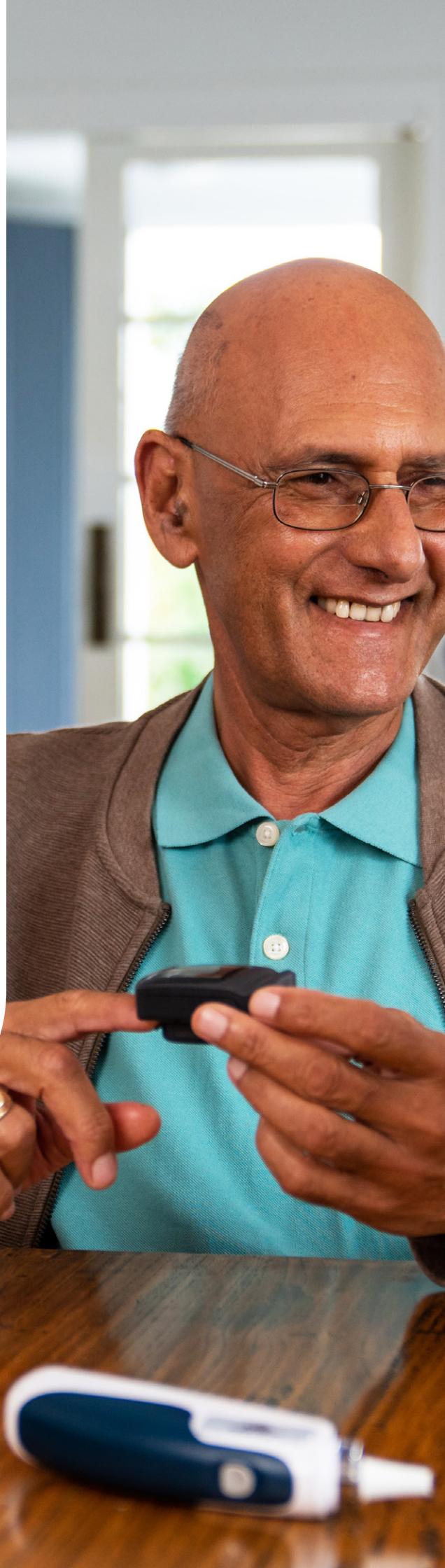
This Modern Slavery Statement for the financial year 2024-2025 covers the legal entities of Feros Care, Wommin Bay Hostels, and Aspire4Life. It reflects our unwavering commitment to identifying, addressing, and eliminating modern slavery risks across our operations and supply chains.

In the following pages, we outline the actions we've taken to strengthen our governance, assess and mitigate risks, and embed a culture of integrity and human rights awareness. Our journey is ongoing, and we remain dedicated to continuous improvement and collaboration in the fight against modern slavery.

Jason



Jason Bingham
Chair, Feros Care



ABOUT FEROS CARE

We're Feros Care. And what we care most about is helping people live healthier, happier, better-connected lives. For over 30 years, we've been making it happen, both for older Australians and people living with disability.

Our aged care and disability support services can help in many ways, whether it's through home care, residential and respite care, clever technology to make life easier, assistance in accessing community activities, coordination of local NDIS services, or one of our growing number of allied health and wellness solutions.

As an organisation, we pride ourselves on innovation. We anticipate the future and set ourselves ambitious goals so that we can not only meet customer and client needs but exceed all expectations.

OUR CORE VALUES



GAME CHANGERS

Innovators not imitators.

We are the powerhouse of reinvention. We reframe perceptions and challenge conventions.



CULTURE SHAPERS

Together we thrive.

We bring our "A" game every day. We work to build a great culture and communities where everyone matters.



DREAM MAKERS

Powered by possibility.

We create a place where our customers' wildest vision of what's possible comes to life.



VIBRANT CREATORS

Positive and playful.

We don't fit in, we stand out. Our energy is electric, our people are passionate and our purpose is real.



KINDNESS CHAMPIONS

Commitment to exceptional care.

We give our time, energy, integrity and knowledge, but above all we give our hearts.

ABOUT ASPIRE4LIFE



Feros Care has a controlled entity, Aspire4Life.

Aspire4Life is a not-for-profit, human services organisation providing bespoke solutions which have the needs of the individual at their core. The organisation tailors inclusive planning, assessment, navigation case management services which are delivered with respect and empathy.

Aspire4Life partner with government organisations and other like-minded leaders in the community to deliver a number of programs, including My Aged Care Regional Assessment Services and the Department of Veteran Affairs Home Care Assessment Agency program.

Our Difference

To achieve a future that is rich in connection, happiness and purpose, we try to do things differently.

We dream big

Everyone has the right to dream big. We encourage each person we work with to envision the way their life could be and to see a more purposeful future for themselves. Then we help put a plan in place to transform their futures – and we share the journey with them to offer our support every step of the way.

We understand the value of kindness

We have the care factor. Whether it's taking time to sit and listen to the details of a person's day, reassuring a carer facing a difficult decision or checking that a business partner received a report they required. It's

about living our ethos – to respect and nurture all our relationships and to go above and beyond the call of duty.

We find the right group

We are all here for the same reason – to make connections and foster relationships which enhance lives. To allow these connections to flourish we create safe spaces where all beliefs, cultures, religions and genders are equally supported and where genuine collaboration can occur in a natural and organic way.

We ask 'why not?'

If a method or idea hasn't been explored before we ask – why not? We embrace change, technology and creative solutions which push boundaries to find a better outcome, better care and a better quality of life. We develop and implement world-class logistics and systems which free up our human resources to allow for better personal connections.

We create vibrant connections

When you love what you do it shows. That's why every interaction we have is built on positivity, enthusiasm and a natural curiosity which underpins everything we do. We thrive on the energy of mutually rewarding relationships – and our drive to do our collective best to improve the lives of others.



Peter Smales
Chair, Aspire4Life

POLICIES

Our Commitment to assessing, mitigating and eliminating all risks of modern slavery is upheld by our commitment to strong governance in promotion of human rights through our frameworks, policies and procedures. These include but are not limited to:

- **Modern Slavery Policy:** Specifically addresses the commitment to eradicating all forms of modern slavery and indicates the required conduct expected of all workers.
- **Risk Management Framework:** Both Feros Care and Aspire4Life adopt a strong risk-based approach to operational and supply chain risk management planning, decision-making and observance of compliance obligations. Modern Slavery Risk is also reviewed and monitored through Executive, leadership, and board risk management systems.
- **Code of Conduct:** Outlines the expected behaviour and conduct of employees. Aligned to the Aged Care Act and the principles of social, ethical and human rights expectations and the values of each organisation. The code of conduct underpins behaviours demonstrating highest respect for human dignity and rights.
- **Whistle Blower Protection Policy:** Supports all stakeholders to observe the highest standards of good governance and ethical conduct and to feel supported while safely disclosing matters which may be inconsistent with modern slavery laws. An external Ethics & Integrity hotline for the purposes of whistleblower escalation is also in place which is accessible to employees and volunteers.
- **Recruitment Policies:** Describe our practices and verification processes which also require adherence to Codes of Conduct, compliance with relevant legislation and regulations and policies.
- **Corporate Policies:** A suite of corporate policies underpin responsible financial management practices which align with our strategic priorities of economic, social,

environmental and operational sustainability. Particularly our ethical management principles which prohibit our participation in activities that denigrate personal dignity, human rights or exploit others financially and/or damage human health.

- **Procurement Policy:** Provide for socially responsible and ethical procurement practices. Procedures and systems are continuously being updated to improve collection and recording of data. A significant enhancement has been as part of our company enterprise system the introduction of a purchase-to-pay module which has aided in strengthening our due diligence activities and remediation practices to manage the risks associated with modern slavery.
- **Supplier Code of Conduct:** Outlines our expectations that all suppliers will act in a manner consistent with social responsibility sustainable and ethical practices and that these are adopted through their supply chains. Our Supplier Code of Conduct was disseminated to our suppliers in the 2024 period. As part of our new onboarding process for suppliers made possible by the introduction of our purchase-to-pay module, prospective suppliers are mandated to respond to a questionnaire on modern slavery. These responses are then internally evaluated with a view to working with suppliers that may be considered high risk for the course of the relationship to support them in their management of modern slavery.

Compliance with our policies and procedures is proactively monitored through our Executive and Governance leadership teams with regular oversight assurance activities in place. Modern Slavery is also managed directly through our Modern Slavery Working Group which reports both to Executive leadership and the Board via our Finance, Risk, Audit and Compliance Committee.

FEROS CARE OPERATIONS



36,148

Australians serviced
by Feros Care



981

Feros Care
Team members



614

Feros Care volunteers

Overview

Community Aged Care



292,437

Service instances
delivered



368,091

Service
hours

Residential Aged Care



211

Total
residents



85

Resident
average age

Local Area Coordination



25,876

NDIS participants
supported



19,232

Hours spent on information,
community linkages and
capacity building projects



29,519

Check-ins
completed

FINANCIAL YEAR 2024-2025

ASPIRE4LIFE OPERATIONS



198

Aspire4Life team members

Overview



76K+

Assessments completed



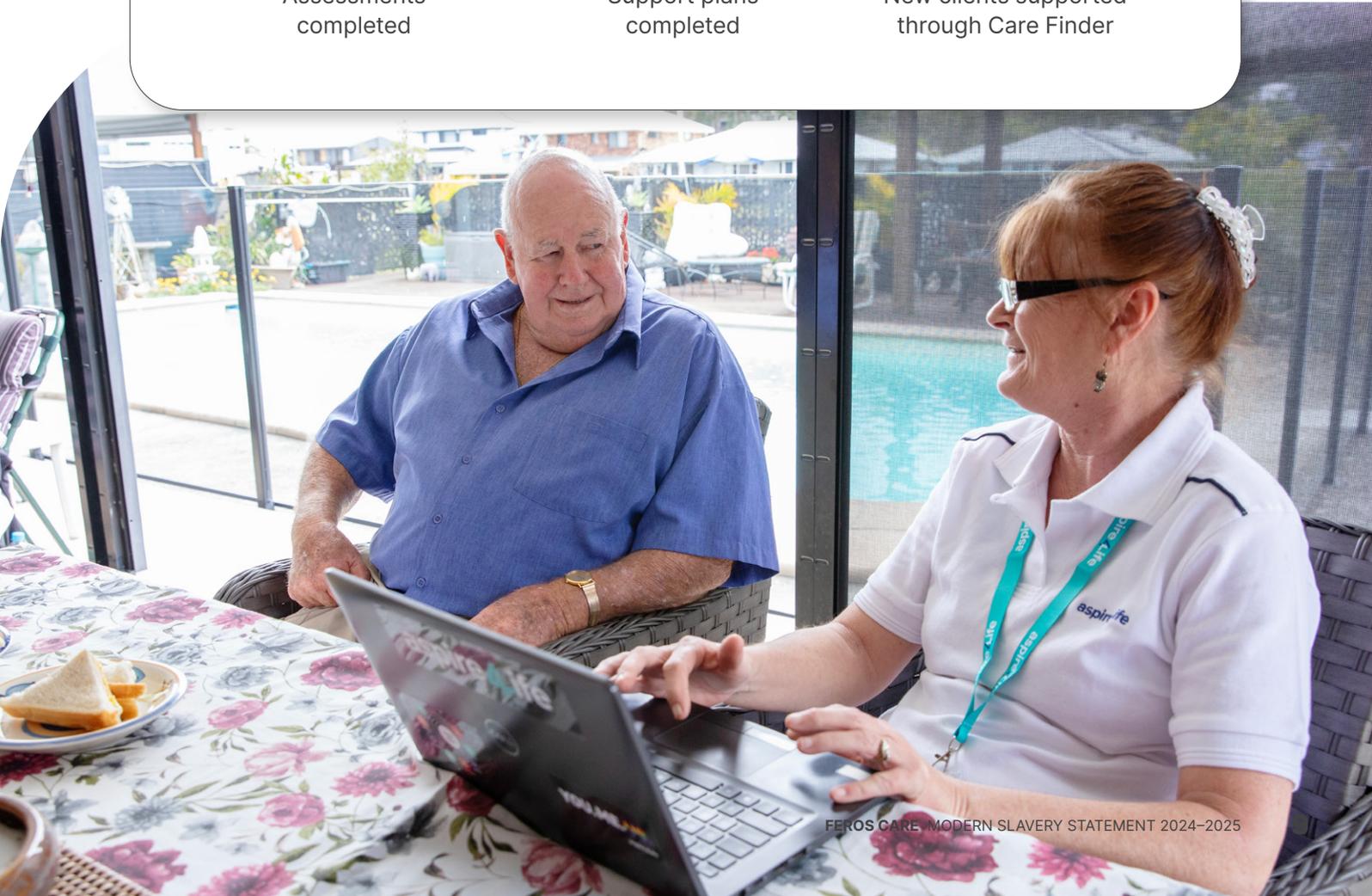
75K+

Support plans completed



711

New clients supported through Care Finder



OUR SUPPLY CHAINS

Our spend across the business

Feros Care engages with a total of 860 suppliers. The spend allocation by business division is broken down in the graph below.



MODERN SLAVERY RISKS

Practices which constitute modern slavery include trafficking persons, slavery, servitude, forced marriage, forced labour, debt bondage, deceptive recruiting for labour or services and child labour.

Last year was our third reporting period where the organisation met the threshold requirements to report. Feros Care has continued to review our policies, processes, and systems to determine how we may meaningfully and proactively identify, assess, and mitigate against modern slavery risk. The implementation of our enterprise-wide system—now inclusive of both the purchase-to-pay and contract management modules—has significantly strengthened our supply chain capabilities and improved our ability to manage supplier relationships and ensure compliance. Our Modern Slavery Working Group also works to identify and mitigate risks and ensure education throughout business areas.

Identified risk areas

Our high-risk spend categories remain unchanged from the previous reporting year and continue to include: clinical and care equipment, clinical and care consumables, food and beverage, and information technology (IT). These categories account for only 15% of our annual spend with the top 100 suppliers.

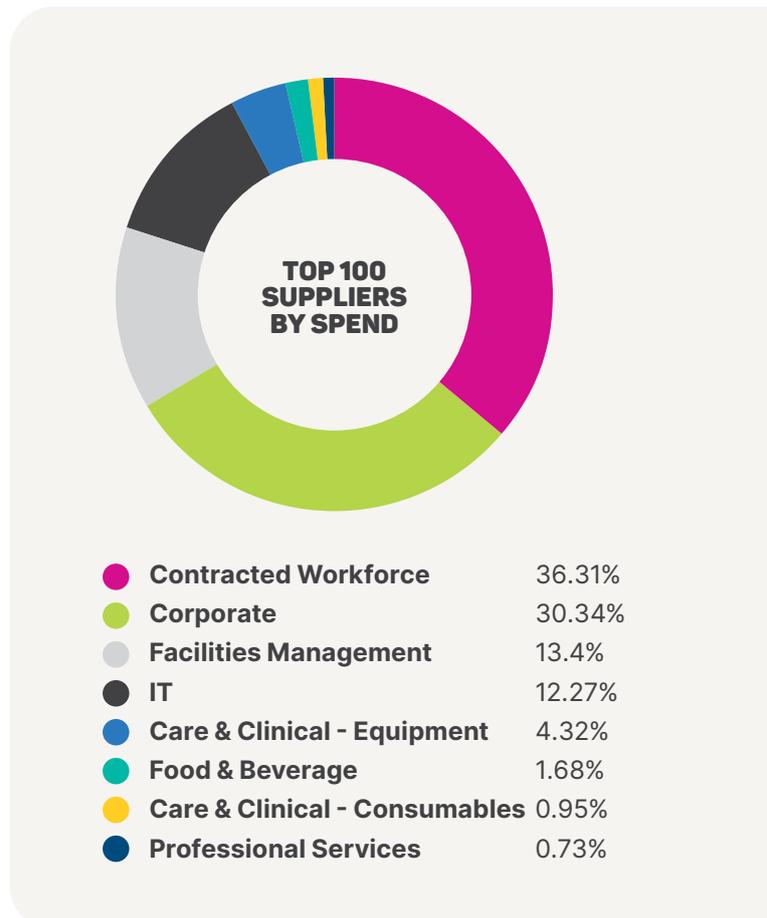
Our risk assessment methodology for these top 100 suppliers has also remained consistent, with results continuing to indicate a low risk of modern slavery across this group.

We are actively assessing risk across our broader supplier base, including new suppliers as part of the onboarding process. Throughout the 2024–25 period, in preparation for changes in aged care—particularly the transition to the new ‘Support at Home’ program—Feros Care implemented a freeze on onboarding new community contractors. Instead, we focused on consolidating existing contractor relationships

and expanding our internal workforce, resulting in a reduction in contractor numbers within this cohort.

Regardless, the implementation of new data management and procurement systems has positioned us well to continue capturing the necessary data to support ongoing risk assessments of both existing and new suppliers.

The risk of modern slavery within our directly employed workforce remains minimal. This is due to the protections provided under the Fair Work Act, which apply to the aged care and disability support sectors, as well as the role of unions in negotiating employment conditions. These same protections extend to our preferred service partners and contractors, further mitigating risk.



DUE DILIGENCE AND REMEDIATION

Operational due diligence

Over the past year, we have continued to strengthen our compliance management practices in relation to modern slavery.

Modern slavery risks are actively monitored through our established risk management frameworks. We have made significant progress in rolling out our enterprise-wide procurement system, which is improving our ability to collect and analyse data for risk assessment purposes.

Supply chain due diligence

We have embedded modern slavery compliance clauses into all standard supply agreements and contracts. These provisions clearly outline Feros Care's position on modern slavery and require suppliers to adhere to these principles. These clauses are included across all contract templates, from low-risk engagements to those of moderate and high value.

We have also developed a modern slavery questionnaire for prospective suppliers, with a gradual rollout to existing suppliers due to the volume of partnerships. This tool supports our evaluation of suppliers' service models, ESG policies, subcontracting practices, conflict of interest management, financial stability, and workplace health and safety standards.

We have also developed a Modern Slavery Risk Assessment template tool for the effective assessment and scoring evaluation of both existing and new suppliers.

Internally, we have communicated Feros Care's zero-tolerance stance on modern slavery, reinforcing our commitment to preventing any direct or indirect involvement.

As we continue this journey, we remain focused on improving our supplier evaluation methods and developing proactive strategies to mitigate risk. Our aim is to collaborate with supply partners to identify and manage potential risks within our supply chain.

Grievances and remediation processes

Compliance with our policies and remediation processes is overseen by our Executive and Governance leadership teams, supported by regular assurance activities. The Modern Slavery Working Group also plays a key role in monitoring and reporting, with updates provided to Executive Leadership and the Board through the Finance, Risk, Audit and Compliance Committee.

An external Ethics & Integrity hotline is available for whistleblower disclosures, accessible to employees, volunteers, and their immediate family members.

Organisational awareness

Feros Care's Code of Conduct and supporting policies establish clear behavioural expectations aligned with the prevention of modern slavery. We have issued internal communications to raise awareness and reinforce our commitment to this important objective.



At Feros Care, we have a zero-tolerance approach to Modern Slavery and are committed to not condoning, supporting or contributing, either directly or indirectly, to Modern Slavery in our operations and supply chain. In accordance with the Modern Slavery Act 2018, Feros Care now meets the threshold requirement for Modern Slavery Reporting.

Modern Slavery is an umbrella term that includes practices like slavery, servitude, human trafficking and forced labour. It is a heinous crime and a morally reprehensible act that deprives a person's liberty and dignity for another's personal or commercial gain.

To demonstrate our commitment, we are progressing the following:

- Regularly review supplier agreements
- Conduct risk assessments on high risk category suppliers to determine their suitability and potentially source other supplier options
- Hold our suppliers accountable to Feros Care's supplier code of conduct and will not knowingly engage suppliers that do not align with our position on enforcing basic human rights

Should you have any concerns, or you are made aware of any concerns relating to Modern Slavery, please direct these to Feros Care's Integrity Officer. Any disclosures are kept confidential as per the Whistle Blower Protection Policy.

CONCLUSION AND SIGNATORIES

We are dedicated to eradicating modern slavery in all its forms and will continue in our determination to uphold the highest standards of ethical conduct throughout our operations.

The Board of Feros Care has consulted with the Executive Leadership and endorses the approach and activities taken by the organisation in order to mitigate against any risks of modern slavery. This statement has been prepared by the Executive and the Board have consulted with the Executive and will continue to consult with the Executive in relation to the organisation’s activities to identify modern slavery risks and eliminate modern slavery practices.

The Board of Aspire4Life has consulted with its Chief Executive Officer and the Executive leadership of Feros Care and endorses the approach and activities taken by the organisation in order to mitigate against risk of modern slavery and eliminate modern slavery practices. This statement has been prepared by the Executive of Feros Care who has consulted with the Chief Executive Officer of Aspire4Life and the Board of Aspire4Life. The Board of Aspire4Life acknowledges that it will continue to consult with its Chief Executive Officer and the Executive of Feros Care in relation to the organisation’s activities it is taking to identify modern slavery risks and eliminate modern slavery practices.

Signed on behalf of the Executive of Feros Care
Karen Crouch, Chief Executive Officer

Signature:  _____ Date: 10 December 2025

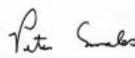
Signed on behalf of the Board of Feros Care
Jason Bingham, Chair of Feros Care Board

Signature:  _____ Date: 3 October 2025

Signed on behalf of Aspire4Life
Shei Egan, Chief Executive Officer

Signature:  _____ Date: 10 December 2025

Signed on behalf of the Board of Aspire4Life
Peter Smales, Chair of Board of Aspire4Life

Signature:  _____ Date: 5 December 2025



Phone: 1300 418 418

Business Centre Address: Level 3, The Strand,
72–80 Marine Parade, Coolangatta QLD 4225

Mailing Address: Locked Bag 1, Coolangatta QLD 4225

Email: info@feroscare.com.au

Website: feroscare.com.au

ABN 50 104 452 271



aspire4life

Phone: 1300 012 055

Head Office: 44 Griffith Street, Coolangatta, QLD 4225

Mailing Address: PO Box 500, Coolangatta, QLD 4225

Email: info@aspire4life.com.au

Website: aspire4life.com.au

ABN 53 615 917 167