

Vertaview Group

# Modern Slavery Statement

2023-2024



## Statement from our Chair

As Chair of the Vertaview Group Board, I am proud of our unwavering commitment to combating modern slavery through our supply chain due diligence, reporting mechanisms, staff training, promotion and awareness programs, and stakeholder engagement to share best practice wherever we can.

This issue of modern slavery transcends borders and industries, impacting millions of lives globally. It is our responsibility as a corporate leader to take decisive action against this violation of human rights, including our processes for the supply of goods and services.

We are committed to ensuring that our operations and supply chains are free from any such practices. Our approach is guided by the principles of transparency, integrity, and accountability.

This is our fourth Modern Slavery Statement and reports on the period from July 2023 to June 2024. We understand that our journey toward eliminating modern slavery is ongoing. However, we are committed to continuous improvement, regularly reviewing our policies and practices to ensure they remain effective and aligned with best practices.

Together, with other corporate leaders, we can make a difference in the fight against modern slavery.

# Introduction

Vertaview Group purposefully brings together leading human and social services entities, to amplify pursuit of our shared and enduring social impact.

We are leaders in high needs disability support and mental health services, creating opportunities and championing possibilities for people with disability and mental illness.

Vertaview Group is based in Brisbane, Queensland and operates domestically in all States across Australia.

Our collective strength lies in our dedicated workforce of over 2,300 skilled professionals. Together, we focus on achieving key outcomes including delighting those we support, cultivating a skilled and engaged workforce, pursuing high quality practices, and ensuring sustainable growth. We accomplish this through a centralised leadership and governance. The development of this statement was a collaboration between the Group and all entities.

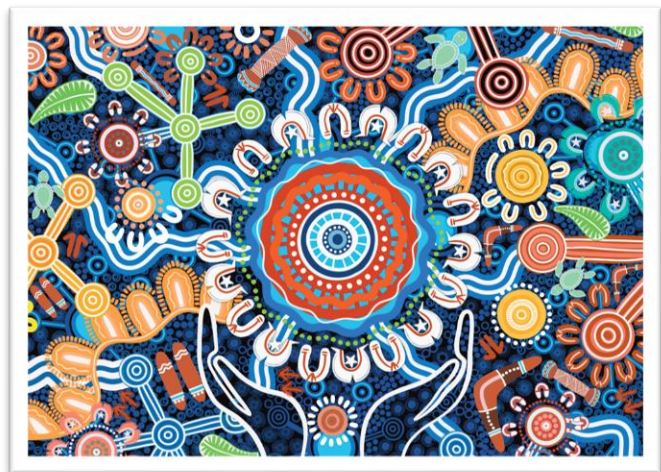
**This Statement** is submitted as a single statement in accordance with the *Modern Slavery Act 2018* (Cth). It is submitted by Multicap Limited (ABN 40 120 240 686) as the reporting and parent entity for the Group, which includes its subsidiary entities Allinto Australia Limited (ABN 84 655 217 691), Arbourwell Limited (ABN 48 655 217 913) and Open Minds Australia Limited (ABN 19 009 687 030) for this reporting period. In order to prepare this joint statement, we engaged with each of the reporting entities covered by this statement and consulted the entities we own or control.

## Acknowledgement to Country

**Vertaview Group acknowledges the Traditional Custodians** of the lands on which we all work, live and play. We pay our respects to the Elders past and present and extend that respect to all First Nations Peoples. We reflect upon the millions of footprints that are embedded into the earth from our Ancestors, the pathways that were forged, the meaning they leave behind and the continuation of the traditions through the next generations.

**Indigenous Australian Artist, Leah Cummins is a proud Mayi** (MayiKulan from the Mayi speaking tribes of North-Western Qld) and Kalkadoon woman.

Artwork was commissioned in 2023 for the Vertaview Group Reconciliation Action Plan.



# About Vertaview Group



The purpose of the Vertaview Group is to lead and support the organisations to create lasting positive impact that shapes communities and improves people's quality of life.

The Vertaview Group's enduring social impact is that people with disability and those with mental ill-health have the right to a quality life. We provide individualised support, experiences, and opportunities for more than 8,000 people across Australia, but largely in Queensland, Northern New South Wales, and Victoria.

The Vertaview Group currently consists of four individual entities:



Allinto provides support for people in navigation of complex human services systems.



Arbourwell provides specialised housing and tenancy support for people accessing disability or mental health services.



Multicap Limited provides disability services, with particular focus on complex needs support through community hubs, employment, social experiences, and accommodation.



Open Minds provides community mental health services and support during key moments of life changes and psychosocial disability services.

Both Open Minds and Multicap Limited provide short term accommodation, supported independent living, in home support, community access, and behaviour support services.

All entities in Vertaview Group are not-for-profit organisations, incorporated as public companies limited by guarantee and domiciled in Australia. All entities are registered charities and public benevolent institutions with the Australian Charities and Not-for-profits Commission.

## Our history

In 2021, the Group was established to bring together multiple values-aligned human and social services entities to respond to changes in market conditions, pursue new diverse market opportunities, while continuing to honour our values-based mission of enhancing customer value and driving improved social outcomes. In 2023, the Multicap Group was rebranded as Vertaview Group.

Our strong commitment to broaden high quality supports for our customers led to the separation of services and development of two additional entities in 2022, Arbourwell for high quality accommodation, and Allinto for independent support coordination.

Allinto was registered as a charity and NDIS support coordination agency in 2023 and operates independent of other disability and mental health services and supports.

Multicap Limited was established in 1962 by five families needing support for their young children with complex needs and has grown and evolved into an organisation with a broad service offering.

Open Minds began supporting the community in 1912 as the Queensland Wattle Day League. With a firm focus on mental health, the Queensland Wattle Day League changed its name to Open Minds in 2006.

Both Multicap and Open Minds have a rich history created from humble beginnings. Our combined 170-year history and legacy gives us a solid foundation to overcome challenges and create efficiencies and improvements to help the people we support live quality lives.

## Our Supply Chains

To support our customers and clients, we purchase goods and services from more than 1,200 suppliers which are predominantly based in Australia with less than one percent based internationally. Most of our procurement expenditure is engaging contractors for property maintenance services for the 201 properties that we own or operate across Australia. Most of our suppliers are short term providers, who are engaged to complete small maintenance jobs. We are moving towards engaging suppliers on a longer-term basis.

Vertaview Group's total annual procurement spend for FY2023/2024 was over \$43million. The largest categories of spend in our supply chain include:

- information and communications technology
- building and construction services, property management including maintenance, rent and utilities
- consultancy services
- fleet management services
- stationery and consumables

**Table 1: Top categories of procurement spend**

Category	Percentage
Construction and property management	23%
Information and communications technology	17%
Consultancy services	9%
Fleet management services	3%

Specific goods are more likely to experience modern slavery risks. The specific goods we source from overseas include IT equipment. However, we procure these through reputable providers.

We have also this year strengthened our controls to mitigate the risk of modern slavery by:

- developing and implementing a Supplier Questionnaire
- developing a Supplier Code of Conduct

- including modern slavery contractual provisions for high-risk suppliers' contracts.
- sourcing and implementing awareness training for our senior leadership team
- developing our Procurement Framework and procedure for assessing supplier compliance with anti-slavery policies and regulations, and
- establishing a register for due diligence checks for suppliers

We provide support to a vulnerable population who have an inherent risk of modern slavery. People with disability face an increased risk of experiencing modern slavery due to their dependency on caregivers who can exploit them and the barriers that may prevent them accessing help such as communication challenges and a lack of awareness when they are being exploited or of their right to refuse inappropriate advances.

Most of our employed workforce are support workers. The risk of modern slavery for our workers is mitigated by the industrial arrangements in place as well as our practices and procedures. However, we do outsource maintenance and cleaning services which could result in the exploitation of workers by their employer. To mitigate this, we use reputable labour-hire agencies and maintenance and cleaning contractors and the risk for us of our outsourced workers experiencing modern slavery is therefore considered to be low.

## Our Actions

Vertaview Group maintains a continuous improvement approach to modern slavery risks and continues to strengthen our understanding of human rights issues as they apply to our organisations. Our key focus areas for 2023-2024 included:

- reviewing and updating our risk analysis of supply chains
- enhancing our procurement framework by:
  - reviewing our modern slavery risk management action plan
  - continuing to review our policies and procedures to ensure our commitment to human rights and the elimination of modern slavery practices is clearly articulated
- developed a Supplier Code of Conduct
- developed standard contract terms for inclusion in all contracts
- Developed a Supplier Questionnaire and audited some high-risk suppliers
- Reviewed the Contractor Onboarding Process for our long-term suppliers
- Ensured oversight by the Group's Risk and Quality Committee
- Building upon the human rights work completed in 2022-2023 by enhancing our modern slavery training

## Effectiveness of Our Actions

In 2023-2024, the Vertaview Group built upon its progress over the previous 3 years to ensure alignment with regulatory requirements, strategic direction and better practice. We achieved this through the establishment of a dedicated Working Group to drive improvement in our approach to addressing modern slavery risks.

Vertaview Group does not tolerate slavery or human trafficking and enhanced its risk management action plan to reflect current supply chains and procurement practices. We assessed our risk of engaging suppliers who exploit their workers as low. Vertaview Group engage with reputable maintenance and cleaning contractors. As a Group supporting vulnerable people, there is an inherent risk of modern slavery in our customer population. Our customers and clients may be supported by a single employee and have no carers or family which places these customers at increased risk.

As we operate predominantly within Australia, our risk of geographical modern slavery risks is low.

To inform our risk management action plan, we have developed and implemented a Supplier Questionnaire which allows our suppliers to undertake a risk factor self-assessment. For suppliers that have self-assessed to be high risk or work within high risk industries, we require them to agree to a Supplier Code of Conduct before engaging them. The purpose of these documents is to eliminate high-risk suppliers from our supply chain.

Contracts are regularly reviewed for modern slavery clauses and included if required. Most State and Federal government contracts and agreements include modern slavery clauses, with which we can comply.

During the year we also sourced an awareness training for our senior leaders who regularly procure products and services.

## Proposed Actions

Our focus is on the continual improvement of our processes to minimise the risk of modern slavery. In 2024-2025, Vertaview Group will:

1. Continue to strengthen our policies and procedures to ensure our commitment to human rights and the elimination of modern slavery practices is clearly articulated
2. Conduct an internal awareness campaign to raise awareness of the risks of modern slavery
3. Review employment contracts for modern slavery risks and compliance with workplace laws
4. Review our procedures and arrangements for employee welfare
5. Investigate options to ensure visibility of suppliers for all payment options

This Modern Slavery Statement was approved by the Multicap Limited Board as the parent entity on 6 December 2024.



Angela Tillmanns  
Board Chair & Director, Multicap Limited