

Modern Slavery Statement

FY2022-2023



Proudly representing

BlueCare | Lifeline | ARRCs | The Wesley Hospital | Buderim Private Hospital
St Stephen's Hospital | St Andrew's War Memorial Hospital



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Introduction

UnitingCare opposes exploitative practises that violate an individual's dignity and human rights in all forms.

As an outreach of the Uniting Church, our mission is to improve the health and wellbeing of individuals, families and communities as we speak out for fairness and justice, and care with compassion, innovation and wisdom. UnitingCare is committed to act in a way that upholds the intrinsic worth and dignity of every person at every stage of life and in every circumstance of life regardless of race, age, gender, beliefs or economic status.

This statement is submitted as a joint statement in accordance with the *Modern Slavery Act 2018* (Cth). It is submitted by The Uniting Church in Australia Property Trust (Q.) represented by UnitingCare Queensland ABN 45 414 098 573 on behalf of itself, the three other charities it governs (UnitingCare Community ABN 28 728 322 186, UnitingCare Health ABN 87 842 457 440 and BlueCare ABN 96 010 643 909), and UnitingCare's associated entity Australian Regional and Remote Community Services Ltd ACN 167 926 132 (ARRCS), which are collectively referred to in this statement as UnitingCare. This statement describes the steps taken by UnitingCare (including ARRCS) to prevent, detect and respond to modern slavery risks in our operations or supply chain during the financial year ending 30 June 2023. The modern slavery risks and impacts associated with UnitingCare's joint venture, Leap In! are not included in this Statement. UnitingCare does, however, have joint venture governance processes for Leap In! that involve regular engagement and oversight of key risks.

Our approach

Our fourth statement was developed in consultation with UnitingCare's business units and support functions. Over the reporting period, we reassessed and identified new modern slavery risks, worked closely with our critical strategic suppliers and increased organisation awareness to strengthen our risk identification and controls. UnitingCare's modern slavery risk management is

overseen and endorsed by executive leadership, and approved by the Board. The Audit, Risk and Compliance Committee, a sub-committee of the UnitingCare Board, has responsibility for overseeing UnitingCare's response to modern slavery risks.

Key areas of focus for 2022/23

- Refresh the UnitingCare Modern Slavery Working Group to validate accurate representation from all business groups.
- Revamp education program across UnitingCare to increase awareness of modern slavery risks, and how to recognise, prevent and respond to concerns of modern slavery both in our operations and supply chain.
- Review our risk assessment tools monitoring our spend and ensure we are mitigating modern slavery risks.
- Review our modern slavery self-assessment tool for supplier performance management meetings.

Key areas of focus for 2023/24

- Review our risk assessment to identify gaps and actions/controls across our various operations to further our development of UnitingCare's Modern Slavery Strategic Roadmap.
- Continue to monitor and resolve risks in our supply chain.
- Continue to increase collaboration within our networks and with our partners, to strengthen our response to modern slavery.
- Improve reporting mechanisms and resolution processes.
- Review training and education material to ensure up to date messaging is reflected.



About UnitingCare

UnitingCare, as an agency of the Uniting Church in Australia Queensland Synod, has the great privilege of delivering health, aged care, disability and community services to thousands of people a day throughout Queensland and the Northern Territory.

Continuing the legacy left by the Presbyterian, Methodist and Congregational churches community services that united in the early 1900s around their shared mission; our purpose remains to extend UnitingCare's reach and services to people who need our support most.

Now, as one of Australia's largest charity organisations, we remain grounded in the beliefs of UnitingCare's founders – that everyone deserves the chance to live life in all its fullness. This inspires us every day to change people's lives for the better, through more than 460 locations including hospitals, residential aged care facilities, retirement living and family and disability services.

Our Values

We believe the following values are fundamental to the work we do and the way we work together:



Compassion

Through our understanding and empathy for others we bring holistic care, hope and inspiration.



Respect

We accept and honour diversity, uniqueness and the contribution of others.



Justice

We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society.



Working Together

We value and appreciate the richness of individual contributions, partnerships and teamwork.



Leading through Learning

Our culture encourages innovation and supports learning.

Our mission

Our mission is to improve the health and wellbeing of individuals, families and communities as we:



reach out to people in need;



speak out for fairness and justice; and



care with compassion, innovation and wisdom.

Our mission is expressed in seven mission practices:



We demonstrate the worth and dignity of every person



We walk together with First Peoples



We participate in God's healing power to the whole person



We cultivate practices centred on people and relationships



We value reflective action



We are faithful stewards of the resources entrusted to us



We stand up for what is fair and just



Policies

Our commitment to mitigating the effects of modern slavery is upheld by our frameworks, policies and procedures. These include but are not limited to UnitingCare's:

- **Risk Management Framework:** which adopts a risk-based approach to our operational and supply chain risk management planning, key decision making and observance of compliance obligations.
- **Code of conduct:** which outlines the principles of expected behaviour and conduct of UnitingCare employees, volunteers and contractors. The Code is aligned with legal, professional, social and ethical expectations, and the values of UnitingCare. These expectations extend to the principles that underpin a legal and ethical rejection of modern slavery.
- **Human Rights Policy:** which outlines our commitment to ensuring our actions and decisions are consistent with respecting and upholding the human rights of all persons. This includes a person's right to protection from slavery. Under this Policy, we also seek to establish relationships with entities that share the same principles as UnitingCare.
- **Whistleblowing Policy:** which supports our people to observe high standards of governance and ethical behaviour, and feel supported to safely disclose matters which may be inconsistent with modern slavery laws. UnitingCare also has a whistleblower integrity hotline which is accessible by anyone connected with UnitingCare including: our employees, volunteers, contractors, consultants, suppliers and their relatives, dependents or spouse.
- **Recruitment Policy:** which describes the agency practice verification processes required before employment agencies will be retained to source employees both permanently and on short term contracts. This requires that there is an adherence to our Code of Conduct and compliance with relevant legislative requirements.
- **Investment Management Strategy:** which outlines our ethical investment principles, as guided by the Queensland Synod's Ethical Investment Policy. This Policy prohibits our participation in investments that cause social injury or activities that denigrate personal dignity, inhibit human rights, exploit people financially and/or damage human health.
- **Procurement and Supplier Contract Management Policy:** which provides for our socially responsible and ethical procurement practices. Procedures and associated tools and systems have been updated to improve due diligence and remediation practices to and management of modern slavery risks.
- **Supplier Code of Conduct:** which outlines our expectation that our suppliers will act in a manner that is consistent with the principles for socially responsible, sustainable and ethical business practices and that these principles are adopted throughout their supply chains.



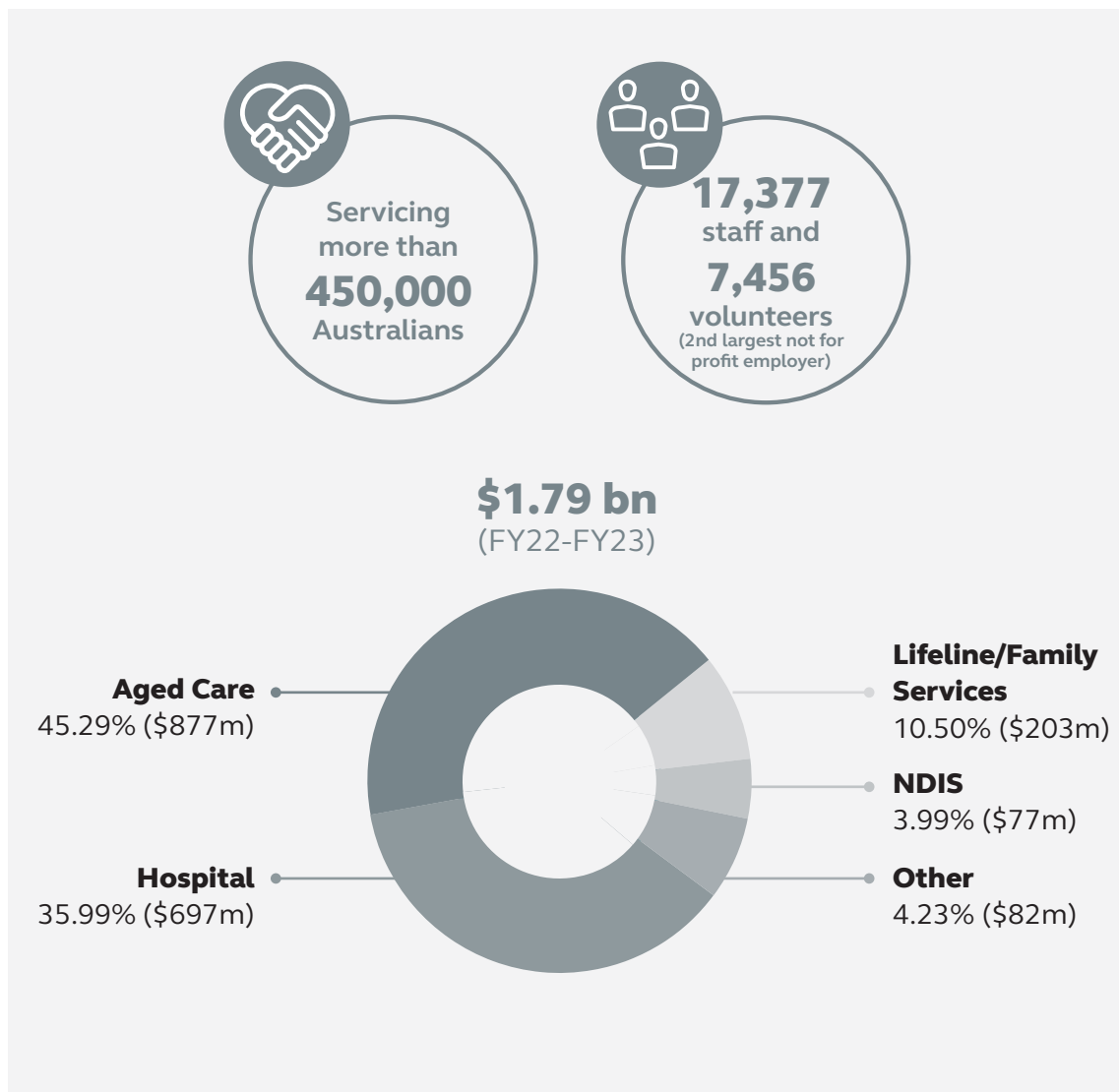
Our operations

Our services extend to all walks of life across Queensland and the Northern Territory and are managed operationally through three business streams; Aged Care and Community Services (BlueCare and ARRCs); Hospitals (UnitingCare Hospitals) and Family and Disability Services (UnitingCare).

During the reporting period, we supported more than 430,000 people across 460 locations to live life in all its fullness. UnitingCare operates in Queensland through BlueCare, The Wesley Hospital, St Stephen's Hospital, St Andrew's War Memorial Hospital, Buderim Private Hospital, BlueCare,

Lifeline and our Family and Disability Services. We operate in the Northern Territory through Australian Regional and Remote Community Services.

We also have a joint venture with Leap In! Australia Limited between UnitingCare and Uniting (NSW/ACT).



Operations overview:

Aged Care and Community Services



1 in 7

Residential Aged Care residents in Queensland



1 in 3

Community Care users in Queensland
2,726,222 community visits per year



One of Queensland's **largest and most trusted aged care providers**

46 aged care facilities across Queensland

First Nation Peoples focused services



One of Northern Territory's **largest and most trusted aged care providers**

11 aged care facilities in the Northern Territory



4 aged care facilities across Queensland

Hospitals



Our **1,000** beds with **140,421** admissions per year



One of Australia's **largest** not-for-profit, private hospitals



Queensland's **first** private hospital with a cardiac surgical unit



DVA's **only** accredited post-traumatic stress disorder service between Brisbane and Townsville



Australia's **first** fully-integrated digital hospital

Family and Disability Services



UnitingCare

UnitingCare Family and Disability Services is one of Queensland's largest community services providers, supporting vulnerable individuals, families and communities.



326,808 people receiving care from family services



One of Queensland's largest **NDIS** providers



140,890 contacts to the Lifeline Crisis Support Line



7276 people and children with disability receiving services



Lifeline Queensland is the largest Lifeline Member organisation

124 Lifeline Retail stores

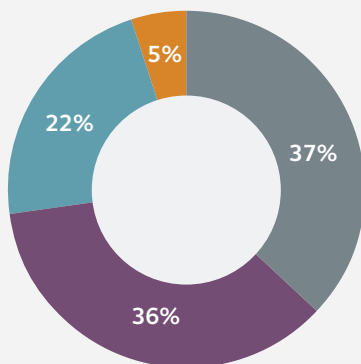
Outsourced operations

IT support and systems maintenance for UnitingCare are primarily delivered through a Managed Services Provider from Bangalore and Chennai in India, Manilla in the Philippines as well as Brisbane in Australia. UnitingCare has seen an increase in SaaS (Software as a Solution) usage as part of our digital transformation, where these providers mainly use Amazon and Microsoft cloud hosting service as part of their "as a Service" offering.

UnitingCare Procurement

UnitingCare's procurement and contract management activities are delivered through a centre-led procurement operating model in partnership with business units and support functions.

Figure 1: Percent of spend by business area



- 37% UnitingCare Hospitals
- 36% BlueCare and ARRCs
- 22% Support Functions
- 5% Family and Disability Services

Typically, our high value high risk expenditure spend is centrally managed through a category management approach. We also leverage the benefits and opportunities of collaborating with other organisations.



6,934 suppliers



\$892m total spend



54% of total spend is through long term supply arrangements with approximately 257 suppliers



36 suppliers contracted through sourcing events run by the UnitingCare Procurement Hub (a group of Uniting entities leveraging buying power)



3 suppliers engaged through Queensland Government standing offer arrangements

UnitingCare Chaplaincy

Provides counselling and wellbeing services for UnitingCare.



50 Chaplains

Leap in! Australia Limited

Provides NDIS plan management via a digital-based platform.



87 employees



10,666 customers

Our supply chains

UnitingCare manages approximately 6,934 suppliers with a total spend in excess of \$892 million.

Our supply chains are diverse, with goods and services being purchased from domestic suppliers in remote, regional and metro areas as well as international suppliers in the Asia-Pacific region, North, South and Central America, Europe, the Middle East and Africa.

Our spend categories

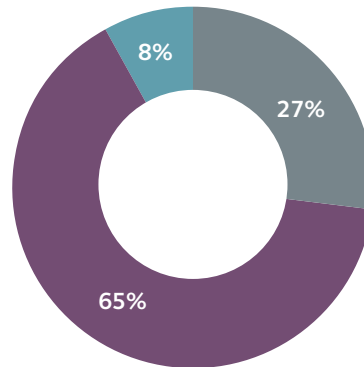
The purchase of medical goods, services and equipment is our largest category of spend making up 27% of our spend (~ \$236m). Spend within the medical category comprises the following sub-categories:

- Prosthetics ~ 49.16%
- Medical Consumables ~ 29.5%
- Medical Services ~ 8.23%
- Medical Equipment ~ 12.4%
- Pharmaceuticals ~ 0.71%

The non-medical category makes up 65% of our spend (~ \$583m) and comprises the following sub-categories:

- Professional Services ~35%
- Information Technology ~ 19%
- Facilities Management ~ 15%
- Property ~ 15%
- Food and Beverage ~ 6%
- Corporate ~ 4%
- Utilities ~ 4%
- Fleet ~ 3%

Figure 2: Spend by category



27% Medical
65% Non-medical
8% Tail spend

Modern slavery is the antithesis of our mission to ensure people “live life in all its fullness”. We are committed to taking meaningful actions to ensure modern slavery and human trafficking does not exist in our organisation and supply chain.





Modern slavery risks

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

In our first reporting period (2019), an organisation-wide risk assessment was undertaken for modern slavery risks both within UnitingCare and in our supply chains. The focus centred on risks that may cause, contribute and/or be directly linked to modern slavery practices with the management of identified risks treated according to our Risk Management Framework.

Figure 3: UnitingCare Modern Slavery Risk Management



Identified risk areas

Through the risk assessment, UnitingCare identified a number of key modern slavery risks within our operations and supply chains.

In operations: our revised Modern Slavery Working Group Members are advocates for identifying and mitigating modern slavery risks, and educating the business on this.

In supply chains: we are using a third-party software solution to actively monitor our spend, suppliers and categories to identify any new risks, while continuing to improve and re-develop our supplier performance assessments process.

Operations

- Within our treasury, fundraising, Mission and overseas crisis support operations there is a low risk exposure that UnitingCare may cause, contribute and/or be directly linked to modern slavery practices through the bequests and donations we receive or investments we hold, workers we engage overseas through external agencies or chaplaincy services such as forced marriage officiation. These were largely assessed as low risk due to the stringency and rigour of our due diligence, engagement terms and governing policies and procedures. We are continuing to monitor and mitigate risks in these operational areas.
- Procurement: some medium or high risks were identified for HealthCare, Strategic Properties and Technology procurement activities operating outside UnitingCare's centralised procurement arrangements. We are continuing to monitor and mitigate risks in these procurement areas via the spend monitoring tool and improving our supplier performance and modern slavery assessment processes.



Supply chain

- UnitingCare has suppliers in the Asia-Pacific, North America, Europe, Middle East and United Kingdom, which are all regions in which contemporary forms of modern slavery are known to occur. Our high-risk spend categories, operating mainly from these regions include:
 - Medical consumables and equipment
 - ICT hardware
 - furniture
 - building, construction and facilities management
 - cleaning services and products
 - food and beverage
 - apparel
 - waste management.
- Additional risks have been identified with regard to the preference for specific goods or services purchased directly by our health service partners and clients who are not within our procurement control environment. Determining if modern slavery risk has been appropriately considered is included in our operational risk action plans to manage any risk exposure.

Risks were also identified for purchases made directly by our clients under their Home Care Package and Commonwealth Home Support Program funding arrangements. Arrangements with these suppliers are often short-term or one off and include high-risk industries including gardening services, hairdressing services, equipment supply and furniture.

We have therefore introduced modern slavery as a compliance requirement in our contractor compliance management system which outlines our opposition to exploitative practices that violate an individual's dignity and human rights in all forms.

Supply chain scoping exercise

UnitingCare conducted an initial scoping exercise in 2019 to provide a starting point to better understand our suppliers and develop due diligence systems and processes for ongoing management of modern slavery risks across our supply chain.

Based on spend and modern slavery risk (in accordance with industry and country risks), a sample set of suppliers were engaged to participate in the exercise and complete a detailed online self-assessment (noting that our supplier base has not changed significantly from 2019).

Key findings from 2019 included:

- A high proportion of suppliers operate globally and source products and services from diverse geographic locations with 40% operating in high-risk countries and regions.
- A high proportion of suppliers outsource manufacturing and/or distribution and do not have codes of conduct or modern slavery clauses in contracts which increases risk of modern slavery infringements.
- The majority of suppliers do not identify modern slavery as a risk in operations or supply chains however more than half source high risk commodities from high risk locations.
- The verification and monitoring of supplier modern slavery risk levels was low.
- Overall, suppliers scored lowest in risk management, training and reporting categories which increases risk within operations and supply chain.

These findings informed our approach to modern slavery risk management and our Modern Slavery Action Plan, which we continue to follow and improve year on year.

Due diligence and remediation

Actions taken to assess and address modern slavery risks

Operational due diligence

The steps we have taken to assess and mitigate risks within our operations include:

- maintaining a Modern Slavery Working Group with representation from all key business areas and support functions, for coordination of the Modern Slavery Action Plan actions, to promote modern slavery risk awareness, and supporting resolutions to risks identified.
- reviewing our modern slavery risks and maturing the management measures and controls in place, including policies.
- assessing all new, recontracted suppliers and high-risk vendors for modern slavery related risks, and contracting with anti-slavery clause inclusions and referencing our Supplier Code of Conduct.
- building supplier capacity to respond to modern slavery through awareness-raising and performance feedback.
- building staff capacity to identify and respond to concerns of modern slavery.

Operational risks have been identified with active monitoring plans in place, these being managed through existing internal risk frameworks, policies and procedures, including due diligence processes and the external regulation assurance.

In business streams that operate outside the centralised procurement function's supplier network, risk action plans are under development to mitigate this risk exposure. Active Risk Action Plans include contemporary risk assessment tools, leveraging the existing procurement team procedure relating to due diligence, contract clauses and third party-software solution to assess high risk suppliers. As part of our Risk Action Plan mitigation strategies, we will seek to ensure relevant staff are aware of risk assessment tools available, as a part of training.



Supply chain due diligence

The steps we have taken to assess and mitigate modern slavery risks have focused on maturing our supply chain assurance program through the implementation of a Supplier Code, contractual provisions for adherence with modern slavery laws and the implementation of supplier risk assessment tools. Due to the large number of our suppliers, efforts are focused on strategic suppliers that present an elevated risk of exposure.

The Supplier Code is communicated to all suppliers, and questions are asked on the supplier's processes to investigate, identify and remedy risks and action plans as part of our tender process and is incorporated into our due diligence process. Activities undertaken as part of this process help us to identify potential areas of risk, and, where identified, the supplier will be referred for further due diligence with impact on UnitingCare's procurement decisions.

To assist with our due diligence assessments, we have implemented a third-party global platform that assists with category, supplier, and product level risks assessments. High risk suppliers have completed supplier assessment questionnaires which are evaluated with risks highlighted and actions proposed to mitigate modern slavery risks in their operations and supply chain. Progress of these actions are included in regular supplier performance meetings.

Suppliers are monitored and reported on an ongoing basis through the above mentioned third-party global platform. From this platform, the alerts feature reports on any publicly available potential adverse information which we assess and respond to as required.

New and renewed supply agreements include modern slavery and Supplier Code clauses. This requires, amongst other things, that suppliers and their third-party suppliers, adhere to the principles in the Supplier Code, implement due diligence processes and take reasonable steps to minimise modern slavery risk in their operations and supply chain.

Regular supplier performance meetings are held with modern slavery as a key agenda item to discuss ways to find and mitigate modern slavery risks in their operations and supply chain.

We will continue to explore opportunities with our suppliers to improve how we identify, assess and mitigate modern slavery risks within our supply chain and build them into policies, procedures and training.

Grievances and remediation processes

UnitingCare is committed to the protection and respect of human rights across our business and supply chains. Where we identify that UnitingCare has contributed to or benefited from adverse impacts on human rights such as modern slavery, we will seek to address and remediate the issues internally and with suppliers as appropriate in the circumstances.

UnitingCare has a number of mechanisms for employees and third parties to anonymously report suspected or actual illegal activity or breaches of UnitingCare policies, including under our staff and Supplier Code, Whistleblowing Policy and Human Rights Policy.

Employees and third parties have access to our Integrity Hotline which is operated by an independent third-party or can raise concerns via our website. UnitingCare supports anonymous reporting through these means.

Where risks are identified in our supply chain, UnitingCare's preferred approach is to work with suppliers to develop a corrective action plan with agreed timeframes rather than terminating supplier arrangements.

Training

Internal and external awareness of the existence of modern slavery and how to spot the signs has been facilitated with operational areas that have highest risk of modern slavery impacts. Management have participated in modern slavery workshops for the oversight and management of modern slavery risks.

The Supplier Code has been communicated to key stakeholders and to new and renewed contracted suppliers to ensure understanding and participation in reducing risk of modern slavery.

We will continue to expand our supplier education and engagement activities through supplier performance management.

Effectiveness measures

Our Mission at UnitingCare drives our response to modern slavery. The key principles underlying our response include:

Worth and Dignity: We act in a way that upholds the intrinsic worth and dignity of every person at every stage of life and in every circumstance of life, regardless of race, age, gender, beliefs or economic status. When we make decisions, we consider and document its impact on human rights.

Fairness and Justice: We stand up for and speak out for a society characterised by love, compassion, equality, justice, belonging and reconciliation so that all people, at every stage of life, can experience 'life in all its fullness' (John 10:10). This includes acting in a way that responds to the needs of the most vulnerable in society and seeking to promote the human rights of all people.

Stewardship: We act in ways that promote faithful stewardship of our people, financial, property and other resources. This is aimed at enabling our core mission including promoting environmental and social sustainability and witnessing to the vision of life in all its fullness.

Metrics used to monitor our progress include:

- the percentage of contracts that include modern slavery clauses
- the number of supplier self assessment reviews and the number of open and closed findings
- the number of actions taken to work with suppliers to improve their capacity to respond to modern slavery risks
- the number of whistleblowing alerts raised during the year
- the number of human rights complaints raised during the year
- the proportion or number of complaints resolved by a grievance mechanism

This statement was approved by the UnitingCare Queensland Board.



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