

# Modern Slavery Statement

Financial Year 2022/2023

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## 1 Introduction

MyHomecare Group Pty Ltd (MHCG) is a leading provider of Home Care services to clients across Australia.

MHCG confirms that it is committed to the prevention of modern slavery in our operations and supply chain and supports the provisions of the Modern Slavery Act (Cth) 2018 (the Act).

This statement sets out the actions and strategies to identify, assess, and address modern slavery risks across operations and supply chains for the financial year 2022/2023 reporting period.

## 2 Our structure

MHCG is governed by a Board of Directors who oversee and evaluate our governance to ensure that we are performing to our highest level, meeting our clients' needs and acting in accordance with our promise, vision, mission and values. Our executive leadership team is responsible for our overall operations.

myHomecare employs more than 1,600 people across Australia and provides services to around 20,000 clients across Australia.

MHCG, and all its subsidiaries (together referred to as MHCG) is a reporting entity for the purposes of the Act as it is a company that conducts business in Australia with a consolidated revenue of over A\$100 million during the reporting period.

All Australian entities operate under the same leadership and governance policies and frameworks.

## 3 About myHomecare Group

Our Group is made up of 10 brands catering to clients across the country. From Hills Nursing delivering high needs care and specialist nursing to clients in Sydney to Let's Get Care helping clients self-manage their Home Care Package across the country, each brand has a key part to play.

Our story spans 90+ years across Australia, supporting older people to get the highest quality of care and support to continue living safely in their own homes. The following covers the history of each of our brands.



Sapphire LIVING

1928

Sapphire Living (formerly Prescare) was founded in 1928 and has been caring for the aged in their Queensland homes from Cairns to Coolangatta. As a faith based not for profit it had a focus on satisfying the mission of transforming the lives of those they served. It continues to focus on transforming the lives of older Australians and support them to live well at home.



Hills Nursing

1955

In 1955, registered Nurse Bea Goulder had a dream to offer in-home nursing assistance to the local community. She started Castle Hill Visiting Nursing Services, in her own home, using one of her front rooms as her office. Her daughter took control in 1981, renaming the company Hills District Nursing Service, then in August 2011, the company formally changed its name to Hills Nursing Pty Ltd.



Enrich

1981

Enrich Living formerly known as St Ives HomeCare business has been operating since 1981. A national business with offices in WA, NT, VIC, QLD and NSW. Enrich provided the initial foundation for the myHomecare Group, and has gone on to continue to support older Australians with local support from WA, to ACT.



myHomecare

1984

myHomecare (formerly known as Sue Mann Nursing) is a family owned homecare and specialist nursing service based in the Central Coast and Hunter regions of NSW. Established in 1984 by founder Sue she has built a reputation based on the motto "Personalised Care by people who care." We carried this brand name across to our Group as well, believing



Better Living

1987

In 1987 Better Living HomeCare was born. While a culture of innovation has led to continual improvement our core values of integrity, respect and trust have remained the same.



Bromilow

1997

Bromilow was founded and operated by Paul Hawting and his wife in 1997 and has transitioned from a broader private service offering including babysitting, gardening and care to being focussed solely on aged homecare services.



Oxley Home Care

2006

Oxley Home Care established in 2006 in Sydney's Northern Beaches, North and West focuses on HomeCare and was founded by husband and wife team Gillian and Fraser Douglass. Oxley Home Care assists clients to remain in their own homes whilst maintaining and promoting a good quality of life and independence.



Let's Get Care

2017

Founded in 2017, Let's Get Care was the first self-managed Home Care Package Provider in Australia. Their mission being to give every Home Care Package holder more control of their care services and maximise the value of their government funding. With Let's Get Care clients choose who delivers their care services, when they visit and negotiate the cost of their services.



Happy Living

2019

Happy Living was launched as a Chinese speaking self-managed Home Care Package Provider. It has now expanded to more nationalities, languages and Home Care Package options. Now offering self, part and full management.



JUS HOME CARE PACKAGES

2020

Just Home Care Packages was launched in 2020, taking the best of self and full management to create part management. With Just Home Care Packages, you get everything set up for you. Once all your services are selected, you then take over the coordination yourself. Just is still the only part-managed offering in Australia.

## 4 Our services


We have seen firsthand through our years in the industry what a positive difference having trusted, professional, and familiar care suppliers has on an older Australian's wellbeing at home.

We offer different options of care for our clients, from self-management to part management to a fully managed local service. We have a solution for most older Australians to suit their preference that enables them to live happily and safely at home.


## 5 Organisational foundations

### What do we believe in?


Our team have courage, take action and are reliable and empathetic. We hire people who believe in these values and are committed to meeting our promise, vision and mission.




**Our Promise.**  
To care – for all of our clients, their families, our staff, and the communities we work within.







**Our Vision.**  
Ageing Australians are empowered and have the choice to lead the life they want to live.



**Our Mission.**  
To enable ageing Australians to live at home for as long as they choose



**Centred around CARE.**

-  **COURAGE** – We do what is right and what is fair.
-  **ACTION** – We strive to make a difference.
-  **RELIABILITY** – We deliver on our promise to care.
-  **EMPATHY** – We seek to personally understand you.

## 6 Supply chains

MHCG works with over 10,000 suppliers in Australia and does not contract international suppliers. The largest proportion of suppliers provide at home care services including domestic assistance, gardening, home maintenance or allied health services.

## 7 Risk assessment

MHCG notes that the level of risk in the operations and supply chains of MHCG is low due to the Australian based nature of its operations. However, MHCG supports initiatives to minimise the risk of modern slavery impacts and the violations of human rights where they could occur.

## 8 Actions taken

MHCG has the following policies in place:

- **Modern Slavery Policy** whose purpose is to outline our commitment to addressing modern slavery and the steps we take to prevent and mitigate the risk of modern slavery within our organisation.
- **Whistleblower Policy** whose purpose includes to encourage disclosures of wrongdoing, help deter wrongdoing, ensure individuals who disclose wrongdoing can do so safely, securely and with confidence that they will be protected and supported, ensure discloser's reports are dealt with appropriately and on a timely basis, provide transparency around our process for receiving, handling, and investigating disclosures.
- **Employee Conduct Policy** whose purpose is to set out expectations for our employees to perform their duties and services taking cognisance of our values, policies, practices and guidelines.

- **Equality and the Prevention of Discrimination, Harassment and Bullying Policy** whose purpose is set out clear statements of conduct to implement equal opportunity and to prevent behaviours that many constitute harassment, discrimination, vilification, and bullying.

For those people we employ directly, terms and considerations of employment are set out in employment contracts governed by the Social, Community, Home Care and Disability Services Industry Award (SCHADS) or local Enterprise Bargaining Agreements.

MHCG is committed to ensuring the health, safety and wellbeing of our workforce and we maintain a suite of policies that are informed by and compliant with those required under the Australian workplace and occupational health and safety law. We ensure that any volunteers are engaged on a truly voluntary and non-exploitative basis.

Suppliers, whether they are contractors, subcontractors or labour hire firms are required to maintain valid qualifications for the work they are performing, police check status and insurance arrangements. MHCG contracts with third party suppliers using Supplier Agreements which include a statement confirming their compliance with the provisions of the Modern Slavery Act (Cth) 2018.

Where MHCG purchases supplies which may be manufactured outside Australia, such as personal protection equipment (PPE), medical consumables, computing equipment, vehicles and other equipment, we purchase through Australian distributors, MHCG has introduced contractual terms in its Supplier Terms and Conditions to seek confirmation of compliance with the provisions of the Act.

## 9 Evaluation

Review of actions over the financial year 2022/2023 reporting period.

Action	Evaluation
Where reasonably possible, seek to work with Australian based distributors of internationally manufactured goods and equipment to ensure that the risk of modern slavery incidence is eliminated from our operational activities	We continue to work with Australia based suppliers and distributors for consumables and equipment and they are required, contractually, to comply with the provisions of the Modern Slavery Act (Cth) 2018 under the terms of their Supplier Agreement.
In line with renewal timeframes, we will transition existing suppliers across to updated Supplier Agreements which include a statement confirming compliance with the provisions of the Modern Slavery Act (Cth) 2018.	The Supplier Agreement has been updated which includes a statement confirming compliance with the provisions of the Modern Slavery Act (Cth) 2018. This new agreement is fully implemented for all existing and new Suppliers in the Self-Managed Division and will be rolled out to all suppliers to the Fully Managed Division in FY24.

## 10 Next steps

The following actions are planned for the financial year 2023/2024.

1. Strengthening supplier agreements and arrangements by moving all suppliers onto the myHomecare Supplier Portal which consolidates key information such as company details, acknowledgement of policies and procedures, and compliance documentation.
2. Delivering modern slavery education to employees involved in procurement across all levels of the organisation and including this as a standard component within the relevant onboarding programs.

## 11 Consultation

All entities within MHCG have been fully consulted in this process.

This Modern Slavery Statement was approved by the MHCG Board on 7 December 2023.



**Chris Coates**  
Chairman of the Board