



hendercare

HenderCare

Modern Slavery Statement

FY21

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1. Our structure, operations and supply chains

Reporting entity

This Modern Slavery Statement is made pursuant to the *Modern Slavery Act 2018* (Cth) in respect of HenderCare Pty Ltd as Trustee of the HenderCare Trust ABN 19 087 520 254 (**HPL**) and HenderCare Foundation ABN 80 139 328 662 (**HF**). It is submitted by HenderCare in respect of the 12 month period ending 30 June 2021.

Our structure

HenderCare comprises of HPL and HF. HPL is an Australian private company, and HF an Australian public company registered with the Australian Charities and Not-for-profits Commission (**ACNC**). HPL's sole director is Mark Hender, and the directors of HF are Mark Hender, Sarah Hender and Amanda Blight. HenderCare's head office is located in Adelaide, South Australia. At the end of the relevant reporting period, HPL employed approximately 972 workers, and HF employed approximately 320 workers. This includes full time, part time and casual workers, and not full time equivalent.

Our history

In 2004, HenderCare opened its doors in Adelaide. HenderCare's plan was to build a company that would provide the highest standards of care across the community and nursing sectors. Since then, HenderCare has expanded across Australia, welcoming clients and staff in Western Australia, Victoria, New South Wales, the Australian Capital Territory, Tasmania and Queensland. HenderCare prides itself on the high-quality care and support it offers to people with a disability, people in the acute healthcare sector, and older persons.

As HenderCare has grown, it has worked hard to keep its caring ethos alive. HenderCare's clients matter, and HenderCare works hard to keep them at the centre of its business. HenderCare's dedicated staff include nurses, therapy professionals, carers, domestic assistants and home and garden maintenance workers. HenderCare has built a passionate team, who work around the clock to match its clients' needs with the right staff members and services.

Our operations

HenderCare operates across three customer focussed areas where it delivers services to clients:

Aged care

HenderCare's aged care services include the provision of Home Care Packages (**HCP**), the Commonwealth Home Support Program (**CHSP**), private services and allied health. HCP and CHSP programs are federally funded programs. Majority of the service provision occurs in client homes in the community.

Disability services

HenderCare's disability services area includes the provision of services funded by the National Disability Insurance Scheme (**NDIS**), and other state specific disability providers. As part of its NDIS services, HenderCare provides home and community support, support coordination, plan management, psychosocial services and therapy services (allied health). Majority of the service provision occurs in client homes in the community.

Children's services

HenderCare provides the South Australian Department for Child Protection Temporary Staff Services and Residential Care (including Placement and Support Packages). These services can include temporary, short-term, long-term or immediate response accommodation and support to children and young people who cannot reside in their family home. These services include home and community support and allied health.

Our supply chain

HenderCare's supply chain consists of a diverse range of goods and services across multiple categories to deliver its services. The main types of goods and services HenderCare obtains to support its care services are:

- a. services provided by suppliers – including nurses, personal care workers, allied health professionals, medical consumables cleaners, professional and administrative services, consultancy, IT, insurance, head office support;
- b. products provided by suppliers – including direct care related support equipment, personal protective equipment, uniforms; and
- c. products and services used by indirect suppliers – including utilities, maintenance to buildings, equipment servicing and refurbishments.

HenderCare avoids outsourcing labour needs for direct care and prefers to directly employ workers to deliver services. HenderCare's biggest spend is on wages for employees that it employs directly in Australia.

2. Our operations and supply chains risk

HenderCare is committed to supporting the global effort to combat modern slavery. We are focused on increasing awareness and reviewing our procurement policies and procedures to ensure modern slavery practices are effectively identified and do not go unaddressed in our supply chains.

HenderCare's operations are solely in Australia. HenderCare's operations do not directly result in modern slavery practices, as it does not engage in any practices that constitute modern slavery. HenderCare's operations are predominately based on direct service provision to service recipients.

HenderCare has formed the view that there is a risk that it contributes to modern slavery practices, however the risk is very low. HenderCare has formed this view based on its practices when engaging suppliers. HenderCare does not turn a blind eye to potential labour exploitation of its suppliers, nor does it knowingly set unrealistic cost targets or delivery timeframes for suppliers that can only be met by using exploited labour.

HenderCare has formed the view that there is a risk that it may be connected to modern slavery through the activities of entities who supply products and services to it. HenderCare's large and diverse supply chain means that we may engage with suppliers which might then participate in modern slavery practices themselves, or whose supply chains might be at increased risk of modern slavery.

3. Addressing the risk of modern slavery practices

HenderCare has developed a Modern Slavery Policy, with a view to eradicating modern slavery from its supply chains. HenderCare has also added modern slavery as a risk to its risk register.

HenderCare will conduct an initial risk assessment:

- a. on suppliers which we spend more than \$150,000 on annually; or
- b. who operate in industries with a higher risk of modern slavery (such as cleaning); or
- c. who operate in countries with a higher prevalence of modern slavery in their workforce using the Global Slavery Index Vulnerability Model (high risk suppliers).

Once the above risk assessment has been conducted, HenderCare will consider requesting suppliers to complete a modern slavery questionnaire to inform its remedial action.

HenderCare will also ensure that moving forward, all contracts issued by it for the supply of services will include clauses pertaining to modern slavery with a view to identifying and addressing modern slavery in its supply chains. HenderCare will also provide training to inform employees of its Modern Slavery Policy and what is considered modern slavery.

HenderCare will continue to reassess, revise and develop our approach to modern slavery compliance.

4. Assessment, reporting & consultation

HenderCare successfully implemented a Modern Slavery Policy, with a view to identifying and addressing modern slavery in its supply chains. Moving forward, HenderCare will:

- a. assess the appropriateness of actions taken;
- b. consider requesting suppliers to complete a modern slavery questionnaire to inform its remedial action;
- c. review modern slavery statements of material suppliers;
- d. review processes for due diligence on new suppliers;
- e. review the number of employees who have completed the modern slavery training; and
- f. audit compliance with this statement and the Modern Slavery Policy.

This statement has been approved by the Sole Director of HPL and the Directors of HF.



Amanda Blight

Chief Executive Officer, HenderCare

December 2021