

Modern Slavery Act Statement

Financial Year 2019-2020

Introduction

As one of Victoria's leading healthcare institutions, Austin Health understands that we play a key role in combating modern slavery.

A core value is that through our actions, we show we care. We are committed to increasing awareness of the risks of slavery, human trafficking and other exploitative activities and taking positive action to eradicate this practice from local and global supply chains.

This modern slavery statement is made pursuant to the Commonwealth Modern Slavery Act 2018 (the Act) by Austin Health and relates to the financial year 1 July 2019 to 30 June 2020.

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About us

Criterion 1 & 2

Austin Health is a health service established under section 181 of the Health Services Act 1988 (Vic).

Austin Health (ABN 96 237 388 063) is one of Australia's major health services based in Melbourne's north-east. Our hospitals include Austin Hospital (which incorporates the Olivia Newton-John Cancer Wellness & Research Centre), Heidelberg Repatriation Hospital, and Royal Talbot Rehabilitation Centre. We also provide services in the community and at home through our Hospital in the Home and Health Independence programs, mental health service, and our Health and Community Rehabilitation Centre.

Internationally recognised as a leader in clinical teaching and training, we offer professional education, together with some of Australia's finest institutions. We have affiliations with 16 universities and four TAFEs, and we're the largest training provider for specialist physicians and surgeons in Victoria.

We're renowned for our specialist work in cancer, infectious diseases, obesity, liver transplant, spinal cord injury, intensive care medicine, neurology, endocrinology, mental health, and rehabilitation.



State-wide services

We provide the following specialist services to residents across Victoria:

- Acquired Brain Injury Unit
- Austin Toxicology Service
- Child Mental Health Inpatient Unit
- Victorian Liver Transplant Unit
- Victorian Poisons Information Centre
- Victorian Respiratory Support Service
- Victorian Spinal Cord Service.

Our locations

Austin Hospital

Austin Hospital continues a tradition of care for North East Melbourne and Victoria that stretches back to 1882. Our expansive Emergency Department handles upwards of 7,000 patients each month and incorporates 42 cubicles and a dedicated six-bed children's area. The hospital has 16 wards accommodating medical, surgical and speciality services and over 560 beds including a 23-bed intensive care unit, 20-bed short stay unit, and an 82-bed mental health precinct.

Austin Hospital has 11 operating theatres and performs emergency surgery as well as selected elective surgery and procedures.

The hospital houses many unique teaching, training and research facilities. It is home to several state-wide services including Austin Toxicology Service, Victorian Liver Transplant Unit, Victorian Poisons Information Centre and Victorian Respiratory Support Service.

Heidelberg Repatriation Hospital

Heidelberg Repatriation Hospital has 152 beds and provides a range of services to a growing community. These include surgery, mental health, services for older people, and various outpatient services. The hospital is also home to the Northern Centre Against Sexual Assault.

Specialist support for the community

The hospital has eight operating theatres and performs a large proportion of our elective surgeries. The mental health precinct houses the state-wide Psychological Trauma Recovery Service, Community Recovery Program and Transition Support Unit. These critical services provide the support needed for people recovering from mental illness to improve their independent living skills.

Our aged care community programs provide assessment and management for older people moving into Residential Aged Care, or support for them to return home after receiving inpatient care.

A dedicated rehabilitation centre

The Health and Rehabilitation Centre has become a welcoming hub for our local community. The centre gives people easy access to a range of rehabilitation services, programs and clinics all at the one place. This state-of-the-art development includes the Kokoda Gym, hydrotherapy pool and consulting rooms.



Olivia Newton-John Cancer Wellness & Research Centre (ONJ Centre)

The ONJ Centre gives cancer patients access to world-leading treatment and care in a calm and tranquil setting that cares for their physical, psychological and emotional wellbeing.

Comprehensive cancer care

The centre is at the frontier of cancer medicine with more than 200 clinical trials undertaken every year. These include new therapies such as immunotherapy, targeted therapy and personalised medicine diagnostics.

The centre is home to the Olivia Newton-John Cancer Research Institute. The institute is set up so researchers and clinicians can work together to discover and develop better therapies to improve health outcomes. Research laboratories are located metres from where patients are cared for and receive treatment. This enables the rapid translation of scientific discovery into clinical trials of new and better cancer treatments.

Care beyond clinical treatment

The challenges of cancer go beyond medical treatment. The care provided by the centre is complemented by a range of innovative wellness and supportive care programs. These specifically designed evidence-based programs focus on supporting patients in body, mind and spirit and have been developed around emotional wellbeing, staying active and eating well.

Royal Talbot Rehabilitation Centre

Royal Talbot Rehabilitation Centre is a 77-bed facility that is renowned for its intensive rehabilitation programs provided to inpatients, and to patients following discharge.

Dedicated to providing the best rehabilitation services in Australia

The centre provides leading multi-disciplinary rehabilitation services for patients following amputation, stroke, spinal injury, surgery and other illnesses and injuries. The centre is home to two crucial state-wide services: the Victorian Spinal Cord Service and the Acquired Brain Injury Unit.

The site also provides a range of mental health services. These incorporate a Brain Disorders Program, including a Community Brain Disorders Assessment and Treatment Service, a 33-bed specialist ward and a behaviour consultancy service for people with acquired brain injuries.

A range of creative therapies including art, music and garden therapy further aid recovery and treatment.



Our purpose

“Helping people live healthy, productive and fulfilled lives”

Our vision

“Shaping the future through exceptional care, discovery and learning”

Our Values

Our values reflect what is most important to us, what we care about and support us to deliver our organisational Strategic Plan, by driving the qualities and behaviours that we will need individually and collectively to be successful.

Our values define who we are, and shape our culture and the behaviours, practices and mindsets of our people. They guide how we work with each other, and with consumers, the community and our partners. community and our partners.

Figure 1 – Austin Health values



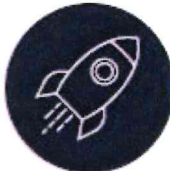
Our actions
show we care



We bring
our best



Together
we achieve



We shape
the future



Our Strategic Priorities

Our Strategic Plan 2018–22 sets the direction for our health service. The plan ensures we can continue providing safe, progressive, high-quality care that meets the evolving needs and expectations of the communities we serve. It has five pillars:

Figure 2 – Austin Health Strategic Priorities and initiatives 2018–2022

PARTNERSHIPS



Reliable, safe, person-centred care

Partner with consumers to create a distinct approach to care that is reliable, safe and puts patients at the centre

- Design a person-centred model of care with consumers and staff
- Become the safest health service in Australia
- Facilities and environment that support our model of care
- Redesign and optimise our service models



Community integration and collaboration

Collaborate with local partners to improve the lives of people in our community

- Develop an integrated service plan with primary and community health services and general practice
- Improve access to local hospital care for people in Banyule, Darebin and Nillumbik
- Partner to deliver integrated care for all patients with complex chronic disease

TRANSFORMATION



Digital transformation

Transform Austin Health's digital environment

- Ensure we have a single electronic view of the patient record
- Establish a centre for health data analytics
- Selectively invest in new and emerging technologies
- Strengthen our IT infrastructure, services and functions

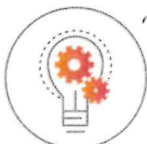
GROWTH



National leader in research and teaching

Advance the research and learning precinct in Melbourne's north-east

- Develop our research and learning precinct with our university and research partners
- Grow the scale and impact of Austin Health's translational and health service research
- Embed a consistent, inter-disciplinary approach to research and teaching
- Become the health service of choice for students



Innovation in specialist care

Grow our delivery of specialised care in regional and state-wide services

- Strengthen our world-leading, flagship clinical services
- Focus on clinical services where we can be most effective and efficient
- Improve access and care for rural and regional patients
- Lead the delivery of specialist care for the north-east region



Talented, capable, engaged people

Take our team to the next level with the right support and culture

- Leverage our positive culture through workforce engagement
- Build leadership excellence and capability
- Support personal growth and development of our people
- Value diversity and inclusion to bring richness to our work environment

Our workforce

As of 30 June 2020, we had 6,126 Full Time Employees (FTE), which is up 4.2 per cent compared to the prior year. Nurses make up the greatest proportion of our workforce (41.4 per cent) followed by administration/clerical staff (14.5 per cent) and medical support services (12 per cent).



Overview of our supply chains

Who we buy from:

As a major metropolitan hospital, providing a range of specialist services both in the hospital, community and patient homes, Austin Health sources a vast range of goods and services.

As a public health agency, Austin Health benefits from state-wide contracts that have been negotiated by HealthShare Victoria (HSV). Where such contracts do not exist, the sourcing approach is determined by value and risk considerations for each purchase.

The following table showcases the variety and breadth of the supplier and contracts landscape portfolio.

Table 1 – Austin Health supplier and contracts landscape FY2020-21

2,000+ active suppliers	Head offices	Active contracts
<p>This includes 171 suppliers who are contracted through HealthShare Victoria (HSV)</p> <p>80% of our total spend being with our top 134 suppliers</p>	<p>96% of our suppliers have a head office located in Australia, and the remaining 4% of suppliers have their head offices located in Europe, USA, UK and New Zealand.</p>	<p>Austin Health currently has 750+ active commercial contracts, with 450+ suppliers.</p>

HealthShare Victoria (HSV) (formerly Health Purchasing Victoria) is a state-wide procurement and supply organisation that, amongst other things, partners with Victorian public health services to procure best-value goods and services. HSV works in partnership with public health services to understand their requirements, facilitate large-scale collective tenders and manage common-use contracts on behalf of the state. Austin Health purchases the goods and services it needs from the suppliers who are party to HSV collective agreements. As such, it is recognised that HSV has a significant role in health service supply chains.

HSV works with approximately 449 tier-one suppliers and is responsible for more than 65 contracts with a spend value of over \$1.16 billion.

HSV contracts cover a broad range of services, equipment and supplies across a number of categories including ventilators, beds, mattresses, patient trolleys, treatment chairs, hypodermic needles and syringes, gloves, pharmaceutical products, IV fluids, agency labour, catering supplies, laundry and linen services and non-emergency patient transport. A full list of HSV's sourcing categories can be found at <https://www.hpv.org.au/contracts-and-documents/contracts>

HSV acknowledges the impact that COVID-19 has had on global supply chains, particularly in light of the significant increase in demand for personal protective equipment. HSV will undertake activities to investigate whether supply chains were restructured as a result of the significant procurement challenges faced during the pandemic.

What we buy:

During FY19-20, Austin Health purchased a wide array of goods and services, including:

- medical consumable products & PPE
- medical equipment (including maintenance)
- implants
- linen services
- food & nutrition
- pharmaceuticals
- laboratory & radiology services
- fleet / motor vehicles
- agency labour
- pharmaceuticals & vaccine
- facility management & utilities
- consultancy services
- IT and marketing



Risks in our operations and supply chains

Criterion 3

Austin Health has been significantly impacted by the COVID-19 pandemic, which has resulted in reduced capacity to conduct a detailed risk assessment of our operations and supply chains. Austin Health recognises the importance of this activity and will endeavour to conduct a risk assessment in the FY2020-21 reporting period. In the interim, Austin Health has engaged with HSV to understand the general modern slavery risks within our supply chains.

Austin Health recognises that the extensive nature of our global supply chains may expose us to modern slavery risks. Given HSV's significant role in Austin Health's supply chains, HSV has helped identify the general risks of modern slavery that may be present.

HSV has scoped the general modern slavery risks in health service supply chains by drawing on academic research and international and domestic reports and analysis. Austin Health may be exposed to a number of modern slavery risks due to the diversity of products and services sourced by HSV and the associated geographic locations, industries and regulatory systems further down those supply chains.

Some of the general risk areas present in Austin Health's supply chain include:

- Labour practices in offshore manufacturing facilities, some of which are located in South-East Asia;
- Labour practices in the sourcing of raw materials, including cotton and rubber; and
- Industry risks associated with textiles, electronics and cleaning services.

In addition to general risks, HSV has identified the following high-risk areas specific to the healthcare sector:

- Surgical and examination gloves;
- Surgical instruments; and
- Linens and gowns.

Given the level of complexity in such extensive supply chains, HSV will continue to refine its risk assessment methodology to further improve the visibility of high-risk areas within health supply chains in Victoria. HSV also recognises that COVID-19 may have increased modern slavery risks in some supply chains. These risks include:

- Increased global demand due to supply chain shortages, particularly in the category of personal protective equipment;
- Shorter production windows;
- Increased unemployment and a fear of loss of income;
- Factory closures; and
- Inability of vulnerable migrant workers to return to home countries.

HSV will continue to assess and address additional risks within healthcare supply chains caused by the COVID-19 pandemic.



Actions taken

Criterion 4

Austin Health has been significantly impacted by the COVID-19 pandemic, which has resulted in reduced capacity to undertake actions to assess and address modern slavery risks in our operations and supply chains. Austin Health recognises the importance of this activity and will collaborate with HSV to undertake these actions in the FY2020-21 reporting period. In the interim, Austin Health has engaged with HSV to understand the actions that HSV has undertaken to assess and address the modern slavery risks in Austin Health's supply chains

Actions undertaken by HSV

In recognition of the significant role that HSV has in health service supply chains and the substantial resourcing constraints placed on Austin Health as a result of the COVID-19 pandemic, HSV undertook numerous activities between 1 July 2019 and 30 June 2020 to address modern slavery risks in Austin Health's supply chains.

HSV has established a modern slavery program of work and appointed a Supply Chain Risk Manager to implement the program and support Victorian health services to address modern slavery risks in their operations and supply chains. The program encompasses health service education and support, supplier engagement, due diligence and remediation, amongst other activities.

HSV upholds the Australian Government's position on modern slavery. HSV has updated its Procurement Policy to include a statement on combatting modern slavery in health supply chains and capturing allegations of modern slavery practice(s) in its remit of complaints management, enabling the development of remediation processes. The Procurement Policy is an important internal document that outlines HSV's position on procurement governance and activities, including its response to Government policy.

The amendment to the Procurement Policy consolidates HSV's position on modern slavery, which will in turn inform other internal governance amendments and educational resources for the health sector. The modern slavery section of HSV's website contains information and resources to assist reporting entities required to submit a modern slavery statement.

As part of its due diligence, HSV has included a modern slavery clause in some Invitation to Supply (ITS) documentation to ensure prospective suppliers acknowledge their responsibility to health services that are reporting entities pursuant to the Act. In addition to its inclusion in the ITS, this clause has been incorporated into select executed contracts.

As well as specific modern slavery provisions, suppliers wishing to conduct business with HSV, public hospitals or any other branch of the Victorian Government must aspire and commit to meet the Supplier



Code of Conduct. Under the Supplier Code of Conduct, suppliers are expected to proactively identify, address and – where required by legislation – report on risks of modern slavery practices in their business operations and supply chains.

To further enhance its approach to due diligence, HSV is developing a Supply Chain Management dashboard. The dashboard will synthesise and analyse HSV supply chain data, providing additional capability to detect and prevent modern slavery risk in health supply chains. This platform will enable HSV to:

- Conduct in-depth supply chain mapping (tier one+);
- Develop detailed modern slavery risk analysis and dashboard reporting;
- Screen prospective suppliers for modern slavery risk as part of ITS due diligence activities;
- Assess incumbent suppliers on modern slavery risk through tailored supplier questionnaires; and
- Manage remediation actions arising from due diligence or supplier questionnaires.

In addition to these activities, HSV has facilitated training workshops for HSV staff and key health service stakeholders on modern slavery practices and the requirements of the Act.

The significant impact that COVID-19 has had on health procurement and supply chains has meant that HSV has had to postpone planned supplier engagement activities, however these remain an important part of the modern slavery program of work. While the priority for the first reporting period was to implement actions to address identified high-risk areas, HSV will continue to investigate what actions it can take in response to the modern slavery risks caused by the COVID-19 pandemic.

Actions undertaken by Austin Health

In FY2019-20 Austin Health commenced a series of activities to grow awareness of modern slavery across the workforce. These included:

- Modern slavery factsheet – a new modern slavery section has been established on Strategic Procurement’s page on Austin Health’s corporate intranet. This includes a factsheet, which provides all staff with an overview of what modern slavery is, why it is an important issue and how everyone can help identify risks in the workplace.

As part of the Introduction to Procurement at Austin Health online training module rolled out in early 2021, reference is made to modern slavery, with a link to the factsheet for all new staff and managers undertaking this training.

- Modern slavery policy – aligned to HSV, Austin Health has also updated its Procurement Policy to include a dedicated section on combatting modern slavery in health supply chains, including avenues for raising risks and complaints.
- Contract templates – Austin Health’s Legal team are working to amend relevant contract templates, to include model modern slavery clauses, as provided by HSV.

In addition, the Strategic Procurement team have further FY2020-21 activities, as shown in table 2.

Table 2 – Austin Health modern slavery planned activities FY2020-21

Planned actions FY2020-21	Detail
Establish and confirm membership of an Austin Health modern slavery working group.	Establish and confirm membership of the modern slavery working group. Working group to drive initiatives to address modern slavery risks within the organisation and to assess and implement the modern slavery implementation plan.
Work with HealthShare Victoria (HSV) to undertake a risk assessment of high-risk suppliers.	Identify a list of high-risk suppliers who are outside of the HSV scope. For these suppliers, leverage the HSV risk assessment tool to classify those that are high risk, for which a supplier engagement strategy or plan will be developed.
Organisation awareness and training.	Working group to identify initiatives to communicate and disseminate modern slavery information.
Updated policies and procedures and templates.	Publish refreshed Procurement Policy with embedded modern slavery policy. Insert modern slavery contract clauses to all organisational contracts. Develop modern slavery supplier questionnaire to insert into tender documentation.



Assessing the effectiveness of actions taken

Criterion 5

Austin Health has been significantly impacted by the COVID-19 pandemic, which has resulted in reduced capacity to implement mechanisms to assess the effectiveness of actions taken to address our modern slavery risks. Austin Health recognises the importance of this activity and will collaborate with HSV to introduce assessment mechanisms in the FY2020-21 reporting period. In the interim, Austin Health has engaged with HSV to understand the effectiveness of the assessments they have conducted.

Assessment mechanisms undertaken by HSV

HSV has introduced several mechanisms for monitoring the effectiveness of the actions it has taken to date. Representatives from mandated health services who attend training sessions on the requirements of the Act periodically complete surveys to self-assess their progress against several criteria. The results are used to measure the success of engagement programs, inform future workshop content and identify potential gaps in training.

In addition to this, HSV's senior leadership has taken ownership of the modern slavery program and progress is regularly discussed at senior committees. Feedback from committee members is used to inform decision making and future activities within the program.

The impact of the COVID-19 pandemic has delayed the implementation of further monitoring activities; however, HSV aims to define modern slavery key performance indicators within the FY2020-21 reporting period.

Assessment mechanisms undertaken by Austin Health

Austin Health understands the importance of assessing the effectiveness of actions to assess and address modern slavery. The Austin Health working group, leveraging guidance from HSV, will develop the methodology for how we intend to measure the effectiveness of the actions listed in table 2 above.



Consultation and additional information

Criterion 6 & 7

Consultation with owned or controlled entities

Austin Health does not own or control any other entities.

Additional information

In order to support the implementation of the Act within health services, HSV has developed a toolkit to assist with meeting the requirements under the Act. The toolkit contains:

- A modern slavery plan to support the implementation of the governance structures, policies, processes and risk registers needed to underpin a successful modern slavery framework;
- Advice on implementing a modern slavery policy;
- A modern slavery risk register to capture and address the key modern slavery risks that a health service might cause, contribute or be directly linked to;
- A modern slavery risk assessment tool, including advice on modern slavery risk assessments, supplier questionnaires for ITS due diligence and incumbent suppliers and advice on how to interpret questionnaire results;
- A modern slavery fact sheet to facilitate staff training; and
- Supplier contract considerations, including the addition of modern slavery clauses in contracts.

Austin Health has commenced leveraging this toolkit to assist with our implementation of the modern slavery framework.



Closing statement

Austin Health is confident that the steps taken this year have built a strong foundation for a robust modern slavery framework. We recognise there is more to do, and Austin Health is committed to continually improving our approach, partnering with our stakeholders and working to eradicate modern slavery.

This statement was approved by the Board of Austin Health on 03 February 2021.



Dr Christine Bessell
(Interim Board Chair, Austin Health)



For further information contact:

Strategic Procurement

Level 4

Lance Townsend Building

145 Studley Road

Heidelberg VIC 3084

Email

procurement@austin.org.au

Austin Health acknowledges the
Traditional Custodians of the land
and pays its respects to Elders
past, present and emerging.

