



**hendercare**

**Hender Group**

**Modern Slavery Statement**

**FY22**

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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**);
- HenderCare Foundation ABN 80 139 328 662 (**HF**);
- Mark Hender trading as Hender Consulting, Hender Contracting, Entrée Recruitment and Hender Careers (ABN 51 219 055 255) (**Hender**),

all known as the Hender Group. It is submitted by the Hender Group in respect of the 12 month period ending 30 June 2022.

### Our structure

The Hender Group comprises of HPL, HF and Hender. HPL is an Australian private company, HF is an Australian public company registered with the Australian Charities and Not-for-profits Commission (**ACNC**), and Hender is a sole trader. HPL's sole director is Mark Hender, and the directors of HF are Mark Hender, Sarah Hender and Amanda Blight. The head offices are all located in Adelaide, South Australia. At the end of the relevant reporting period, HPL employed approximately 1410 workers, HF employed approximately 575 workers and Hender employed approximately 281 workers. This includes full time, part time and casual workers, and not full time equivalent.

### Our history

#### *HenderCare (HPL and HF)*

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 client's 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.

#### *Hender (Hender Consulting, Hender Contracting, Entrée Recruitment and Hender Careers)*

Hender Consulting was established in 1993 as a specialist management consultancy practice to provide a range of services within the human resources field. The business has grown steadily out of a commitment to offering quality service and advice.

During 2001, a decision was taken to expand the operation from its core and successful executive recruitment and associated human resource services business. This decision was motivated by the need to offer clients a much wider range of human resource services. The first and logical step was the establishment of a contracting division to provide professional and specialist staff for temporary management and staffing requirements across a range of disciplines.

Quickly following was the establishment of Entrée Recruitment to provide permanent and temporary recruitment services as a complement to the existing Hender business and enabling the firm to offer a full service from recruiting the receptionist through to the boardroom.

The need to provide a more comprehensive employer sponsored career development and outplacement service saw the establishment in 2002 of Donington (SA) Pty Ltd affiliated with the Australasia wide Donington Group. In October 2014 Donington (SA) Pty Ltd ceased trading and Hender Careers was created.

### **Our operations**

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

1. *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.

2. *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.

3. *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.

Hender operates across four recruitment focussed areas:

1. *Hender Consulting*

Providing executive and non-executive search and senior recruitment services along with trusted advice regarding people, culture, structure, remuneration and performance.

2. *Hender Contracting*

Assistance with expert Executive Interim Management, Tech, HR, IT, Finance and Accounting, and Marketing and Communications contract recruitment assignments.

3. *Entrée Recruitment*

Finding the best talent for temporary and permanent jobs across Business Support, Customer Service, Accounting, Finance, Banking, HR, Early Years Education, Sales, Marketing, IT and specialist roles.

4. *Hender Careers*

Delivery of small to large scale change management, transition, outplacement, organisational development, training and executive coaching services across Australia.

### **Our supply chain**

The Hender Group'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 it 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, advertising services (both print and online);
- b. products provided by suppliers – including direct care related support equipment, personal protective equipment, uniforms, office supplies, IT equipment; and
- c. products and services used by indirect suppliers – including utilities, maintenance to buildings, equipment servicing and refurbishments.

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

## 2. Our operations and supply chains risk

The Hender Group 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.

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

The Hender Group has formed the view that there is a risk that it contributes to modern slavery practices, however the risk is very low. The Hender Group has formed this view based on its practices when engaging suppliers. The Hender Group 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.

The Hender Group 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. The Hender Group'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*

HenderCare developed a Modern Slavery Policy, with a view to eradicating modern slavery from its supply chains. HenderCare added modern slavery as a risk to its risk register which it regularly reviews. HenderCare has conducted 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).

HenderCare requested the above suppliers who do not have a modern slavery statement available to complete a modern slavery questionnaire to inform us of their remedial action. HenderCare will continue to do so for suppliers who fit the above criteria where no modern slavery statement exists.

All contracts issued by HenderCare for the supply of services now include clauses pertaining to modern slavery with a view to identifying and addressing modern slavery in its supply chains. It has also provided training to inform its employees of its Modern Slavery Policy and what is considered modern slavery.

HenderCare will continue to periodically deliver this training to ensure all employees are aware of modern slavery and the associated risks to the organisation.

#### *Hender*

Like HenderCare, Hender has developed a Modern Slavery Policy, with a view to eradicating modern slavery from its supply chains. Hender will also 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).

Following completion of the above risk assessment, Hender will request suppliers without a modern slavery statement to complete a modern slavery questionnaire to inform us of their remedial action.

All contracts issued by Hender 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. Similarly to HenderCare, it will also provide training to inform employees of its Modern Slavery Policy and what is considered modern slavery.

The Hender Group will collectively continue to reassess, revise and develop our approach to modern slavery compliance.

#### **4. Assessment, reporting & consultation**

During the reporting period it was not possible for the Hender Group to meaningfully assess the effectiveness of its actions. During the next reporting period and moving forward, the Hender Group intends to:

- a. continue to assess the appropriateness of actions taken;
- b. consider the types of suppliers it is/will request to complete a Modern Slavery Supplier Questionnaire;
- c. review responses to the Modern Slavery Supplier Questionnaire and assess whether to take any remediation actions;
- d. review the modern slavery statements of our material suppliers;
- e. review processes for due diligence on new suppliers;
- f. review the number of employees who have completed modern slavery education and training;
- g. continue to revise and develop our approach to modern slavery compliance.

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



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Mark Hender (Sole Trader, Sole Director  
of HPL, Director of HF)

December 2022