



Modern Slavery Statement

Australian Red Cross Society
(Humanitarian Services division)
2024-2025

Statement annexure

Mandatory criteria

This modern slavery statement (**Statement**) addresses the mandatory reporting criteria of the *Modern Slavery Act 2018* (Cth) in the following sections:

<i>Modern Slavery Act 2018</i> (Cth) requirements	Page
Identify the reporting entity.	3
Describe the reporting entity's structure, operations and supply chains.	6-11
Describe the risks of modern slavery practices in the operations and supply chains of the reporting entity and any entities it owns or controls.	12-13
Describe the actions taken by the reporting entity and any entity it owns or controls to assess and address those risks, including due diligence and remediation processes.	13-23
Describe how the reporting entity assesses the effectiveness of actions being taken to assess and address modern slavery risks.	24-25
Describe the process of consultation with any entities that the reporting entity owns or controls.	26
Any other information that the reporting entity, or the entity giving the statement, considers relevant.	26

Principal governing body approval

This modern slavery statement was approved by the principal governing body of Australian Red Cross Society as defined by the *Modern Slavery Act 2018* (Cth) on 24 October 2025.

Signature of responsible member

This Statement is signed by a responsible member of Australian Red Cross as defined by the *Modern Slavery Act 2018*:



Board Chair, Australian Red Cross Society

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Australian Red Cross pays our respects to the Aboriginal and Torres Strait Islander Custodians across this country, and to Elders, past, present and emerging.

Acknowledgement of Country

Australian Red Cross acknowledges Aboriginal and Torres Strait Islander peoples, as the Traditional Owners and Custodians, valued Australians in the heart of humanity. We pay respect to them; to Elders past and present and to those who come, for you hold the memories, the traditions, the culture, and hopes of Aboriginal and Torres Strait Islander people across this country. Australian Red Cross acknowledge their ancestors were first to walk upon this land, are survivors of war and conflict, have preserved their culture and have cared for and protected this continent for over 60,000 years.

Note: This document may contain the names and/or images of Aboriginal and Torres Strait Islander peoples who are now deceased.

Concerned about modern slavery? How to get help

Modern slavery includes human trafficking, slavery, and slavery-like practices (including forced marriage). If you are concerned that you or someone you have contact with is at risk of modern slavery, help is available through the channels below:

- If someone is at risk of immediate harm in Australia call 000 for support.
- Concerned that you or someone else may be experiencing modern slavery call the Australian Federal Police on 131 AFP (131 237) or you can make a report through [AFPs confidential online form](#).
- If you have experienced modern slavery and would like support, contact the Additional Referral Pathway on 1800 000 277 or visit salvationarmy.org.au/additional-referral-pathway/contact-us/.
- If you are at risk or have experienced forced marriage, contact the Forced Marriage Specialised Support Program on 1800 403 213 or visit [Forced Marriage Support | Life Without Barriers](#)
- For more information or a confidential discussion contact Australian Red Cross on 1800 113 015 or email national_STPP@redcross.org.au.
- If you want guidance on how to identify exploitation at work, visit the [Work Right Hub](#) for information and support.

For more information about modern slavery including downloadable materials, videos, guides and toolkits visit Australian Red Cross [modern slavery resources](#).

The reporting entity

Australian Red Cross Society (the **Society**) is incorporated as a “body corporate” by Royal Charter¹ and is registered with the Australian Charities and Not-for-profits Commission, under ABN 50 169 561 394. The Society is one of 191 Red Cross and Red Crescent Societies, often referred to as National Societies, of the International Federation of Red Cross and Red Crescent Societies (**IFRC**). The IFRC network, together with the International Committee of the Red Cross (**ICRC**), forms the world’s largest humanitarian movement, the International Red Cross and Red Crescent Movement (the **Movement**).

The Society is comprised of two operating divisions: the Australian Red Cross Humanitarian Services division (**Australian Red Cross**) and the Australian Red Cross Lifeblood division (**Australian Red Cross Lifeblood**).

The Board of the Society (**Society Board**) has ultimate responsibility under the Society’s Rules to govern all activities of the Society. In accordance with the Society’s Rules and delegations by the Society Board grants certain authorities, discretions, and powers to a separate Board (**Australian Red Cross Lifeblood Board**) who is responsible for general oversight of Australian Red Cross Lifeblood.

This Statement refers to the actions of the Australian Red Cross’ Humanitarian Services division, known throughout this statement as Australian Red Cross. Australian Red Cross Lifeblood submits a separate modern slavery statement.

1. Article (iv), Royal Charter, 28 June 1941. Prior to incorporation, the Society was an unincorporated Society formed in 1914 as a Branch of the British Red Cross Society.

A message from our Board Chair



Australian Red Cross Society (the **Society**) is part of the International Red Cross and Red Crescent Movement (the **Movement**), the world's largest humanitarian network, united by our Fundamental Principles, and our commitment to reduce human suffering wherever we find it.

Today, modern slavery represents one of the most severe and hidden forms of human suffering, affecting an estimated 50 million people globally. The Society remains committed to our responsibility to prevent, identify and address modern slavery risks. This extends not only through our direct services and collaboration with the broader sector to increase awareness and action, but also through our own operations, partnerships and supply chain.

We remain committed to a whole-of-community approach to eradicating modern slavery. 2025 marks five years since the Society established a dedicated workstream to address modern slavery risks in our operations and supply chain. Over this time, we have continued to strengthen our internal policies and systems and, broadened our efforts to share knowledge and promote awareness across the communities and sectors we support. Our actions to address modern slavery are overseen by the Board of the Society.

We continue to bring a humanitarian lens to our work with external stakeholders and corporate Australia around modern slavery. As the scope and understanding of modern slavery continues to evolve, so too does our response. Our guidance and advocacy are shaped and informed by survivors and their lived experience, and we remain committed to ensuring their voices lead and inform the ongoing growth of this work.

This Modern Slavery Statement outlines our processes for assessing and addressing risks, the progress we have made, and our future commitments. We look forward to continued collaboration with all levels of government, civil society, business and organisations in Australia and our Movement partners within our region and beyond.

Charles Burkitt

Board Chair, Australian Red Cross Society

A message from our CEO



Each day at Australian Red Cross Society (the **Society**), we see firsthand the realities of modern slavery and the very real human impact it has on the lives of survivors. Modern slavery is one of the most pressing humanitarian issues of our time. The figures are stark, an estimated 50 million people worldwide are victims of slavery. That's one in every 160 people. Closer to home, it is estimated that more than 41,000 people in Australia are living in slavery conditions today.

Although often described as an 'invisible crime,' we must ask ourselves, is it truly invisible, or are we not looking hard enough? While modern slavery can be difficult to see, its effects on people's lives and communities are very real and long-lasting.

At the Society, we exist to reduce human suffering. Since 2009, we have delivered the Support for Trafficked People Program, standing alongside survivors and helping them rebuild their lives. I've seen firsthand the profound impact of this work, and it remains central to who we are as an organisation.

Modern slavery is a humanitarian issue, but it's also a business issue, community issue, and leadership issue. It requires action across all parts of society, and we are committed to playing our part, through our programs, our partnerships, and our responsibility to ensure that our own operations and supply chains are free from harm. As CEO, I am committed to ensuring that every part of our organisation upholds this responsibility.

This statement sets out the actions we have taken in 2024–2025 (FY25) to mitigate risk and prevent modern slavery in our operations and supply chains. Over the past 12 months, we have deepened our commitment to preventing modern slavery by strengthening internal processes and supporting broader sector capability. Our focus has included enhancing supplier due diligence, engaging with lived experience to inform our approach, and developing targeted resources for high-risk industries. We've streamlined tools to improve supplier accessibility and worked closely with businesses to build their capacity to respond. These efforts have strengthened our internal practices and supported collective action across the sector marking important progress in how we address modern slavery together.

This year's report reflects our continued commitment to ensuring that the experiences of survivors shape our initiatives and help drive meaningful action to eliminate modern slavery in Australia and beyond.

Andrew Colvin

CEO, Australian Red Cross Society

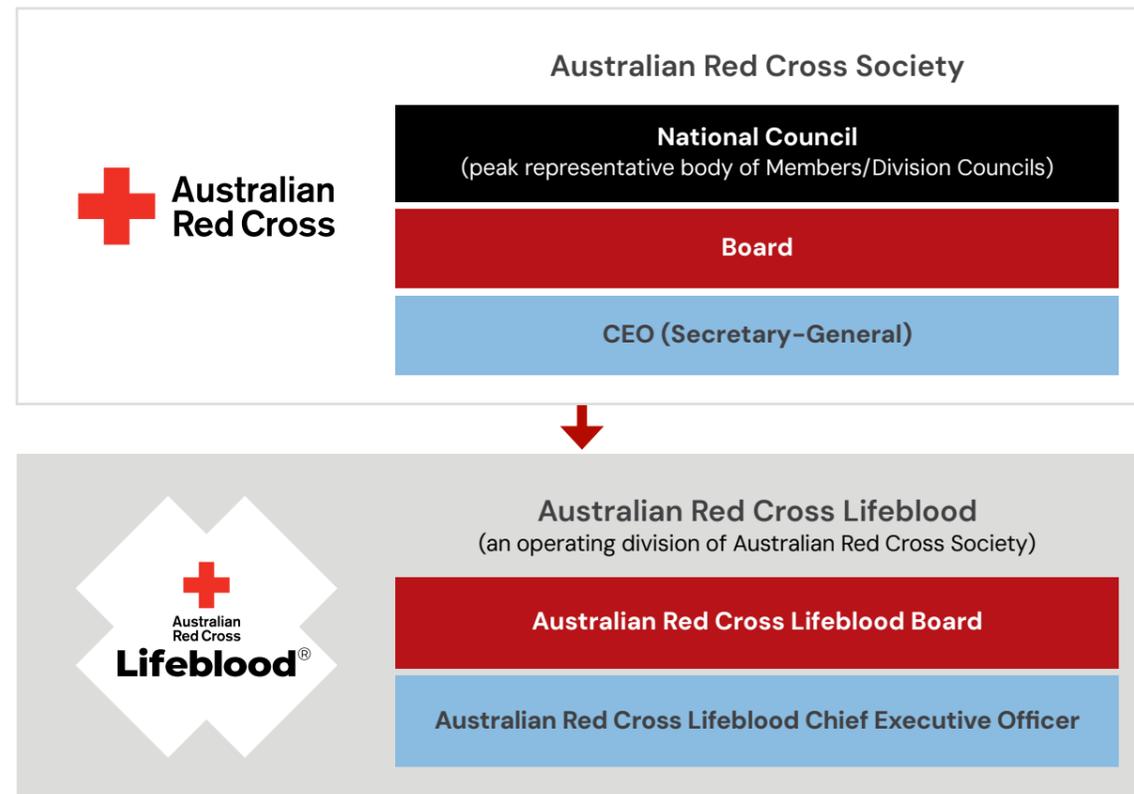
Our progress on a page

Australian Red Cross remains committed to improving our efforts to identify and address modern slavery risks throughout our operations and supply chains.

FY2022	FY2023	FY2024	FY2025
<ul style="list-style-type: none"> ● Developed mandatory training modules for all new and existing employees ● Began targeted training with Red Cross teams to workshop their roles in identifying and preventing modern slavery ● Deep-dive interviews with selected high-risk suppliers to identify and address specific risks ● Expanded our operational risk assessment methodology to broaden reach and assist in the identification of risks ● Worked with Lifeblood to support its implementation of supplier due diligence processes ● Worked together with other not-for-profit organisations to collaboratively assess supplier risk ● Began development of a 'Work Right Hub' to provide support to workers in Australia who are more likely to be vulnerable to labour exploitation and modern slavery 	<ul style="list-style-type: none"> ● Updated the Australian Red Cross Modern Slavery Policy ● Introduced an onboarding process for all new suppliers ● Continued detailed examinations of high-risk areas of our supply chain ● Hosted a Modern Slavery Awareness Week for Australian Red Cross staff ● Launched a whole-of-organisation modern slavery Speak Up campaign ● Rolled out mandatory modern slavery training for new staff members ● Rolled out a new incident reporting system that includes a modern slavery category ● Codesigned and launched the Work Right Hub to raise awareness of workplace exploitation, in partnership with the Attorney-General's Department ● Conducted primary research with slavery survivors in Australia 	<ul style="list-style-type: none"> ● Introduced a new organisation wide procurement policy ● Published an internal ethical sourcing toolkit to support procurement activities across Australian Red Cross ● Updated our Speak Up training and our Induction training module ● Launched a new Speak Up podcast to educate Australian Red Cross staff on modern slavery ● Expanded our impact by providing training and consulting services to Australian corporate sector ● Consulted with stakeholder groups to improve the Work Right Hub ● Supported the development of the Additional Referral Pathway for survivors ● Began a review of our response principles and procedures 	<ul style="list-style-type: none"> ● Commenced review of modern slavery oversight framework to align with broader ESG oversight ● Reviewed our Investment Strategy Policy to strengthen consideration of 'risk to people' ● Commenced development of renewed ESG framework that reinforces modern slavery as a material risk ● Commenced a review of our Partnerships Protocol Policy and processes ● Established a Community of Practice to build staff capacity and awareness of modern slavery and the Work Right Hub ● Commenced review of Complaints, Concerns and Feedback policy and process ● Updated our modern slavery response principles and guidelines ● Updated the Supplier Self-Assessment Questionnaire ● Conducted an in-depth review of our fundraising suppliers to identify opportunities to strengthen risk mitigation measures ● Conducted consultations with people with lived experience of modern slavery to inform our actions and advocacy efforts ● Worked with businesses to build their capacity to prevent and respond to modern

Our structure, operations and supply chain

Our structure



The head office for the Society is located at Level 5, 637 Flinders Street, Docklands VIC 3008.

Who we are

Australian Red Cross is a volunteer-based organisation that exists to reduce human suffering. We act locally and connect globally to deliver what's needed, when it's needed most.

Our Fundamental Principles

Empowering communities and building resilience is crucial to addressing the underlying factors that increase people's vulnerability to exploitation and slavery. Our work towards this goal, and indeed all our activity, is guided by seven Fundamental Principles that set out our ethics and shape our operations at every level, as well as a benchmark for our work:

- **Independence:** The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.
- **Voluntary service:** The Movement is a voluntary relief movement not prompted in any manner by desire for gain.
- **Unity:** There can be only one Red Cross or one Red Crescent Society in any one country. It must be open to all, and it must carry on its humanitarian work throughout its territory.
- **Universality:** The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

The Fundamental Principles

- **Humanity:** The International Red Cross and Red Crescent Movement (the Movement), born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.
- **Impartiality:** It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.
- **Neutrality:** In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

What we do

Migration

We help build fair, welcoming, and inclusive communities where migrants are safe and have their humanitarian needs met. In Australia, our migration initiatives are developed in partnership with migrants, communities, government, and the humanitarian sector. They connect new migrants to essential supports; pathways to employment and volunteering; and programs that foster wellbeing, belonging, connection, and a safe home. In FY25, in response to conflicts around the world, international displacement reached record levels. So too did the urgent humanitarian need that often travels in its wake. During the year 34,170 people from 129 countries received direct support, 11,481 people accessed our Work Rights Hub website and, 7,739 people participated in In Search of Safety community education sessions. Red Cross plays a vital role in linking this pressing global challenge to local actions that offer migrants a sense of safety, dignity, and belonging, no matter where they land.

Emergency services and disasters

We help build communities that are strong, resilient and able to anticipate, respond and recover better from disasters and climate related emergencies. In FY25, 281,923 people received support before, during and after disasters, 3.8 million people accessed information from disaster preparedness campaigns and 156,112 people received preparedness information and attended disaster resilience activities including workshops, training, community initiatives and events.

Community activities and programs

We build connection and resilience through volunteering and responding to the humanitarian needs of local communities. Our programs include aged care services for older people, homelessness services, and walking alongside First Nations peoples to support them to build their capacity to develop their own solutions. During FY25, 139,168 volunteer hours were spent connecting with older people over the phone, 144,964 meals were delivered to 1,499 older people, 4,686 people were supported through 64,791 transport trips, 1,586 people received regular visits from volunteers and, 19,613 nights of affordable accommodation were made available.

International programs

When disasters or crises strike across the globe, Australian Red Cross stands ready to assist our Red Cross and Red Crescent National Society partners. The Movement is home to 191 National Societies, the International Federation of Red Cross and Red Crescent (IFRC) and the International Committee of the Red Cross (ICRC), who together mobilise the power of humanity in times of crisis. In Australia, we work closely with Movement partners both within and beyond our local region, supporting locally led disaster response planning and action and deploying funding, humanitarian relief, suppliers, and specialist personnel across the globe. During FY25, we supported 22 international disaster and crisis response operations; contributed to disaster preparedness, response, and recovery activities for nine National Societies; deployed 3.672 tonnes of humanitarian relief supplies across the Pacific; and mobilised \$8.2 million in humanitarian funding to support international emergencies.

In focus: Supporting community resilience to prevent modern slavery

Building community resilience is central to preventing modern slavery. As climate-induced disasters and environmental degradation intensify, they contribute to increased migration, economic instability, and social disruption, leaving many more people at risk of exploitation, forced labour, and human trafficking. By strengthening protections, we reduce people's vulnerability to modern slavery and other forms of exploitation. For example, access to fair, decent work is a key pillar of resilience; when people have secure livelihoods, they are better equipped to prepare for and recover from disasters. Conversely, when communities are exposed to crises and lack the means to recover, their risk of exploitation significantly increases.

Shaped by and responsive to the unique challenges and strengths of each community, this work is an example of how the Australian Red Cross supports the prevention of modern slavery by addressing the underlying vulnerabilities and conditions that leave people most at risk.



International programs (continued)

At the request of the Movement, we also deployed 47 specialist delegates with expertise in protection, water, engineering, emergency operations coordination, and clinical health, among others, and supported 10 others to either attend training or use their expertise to train others. We take no side other than the side of humanity. We call on all parties to uphold international humanitarian law, ensuring the protection of civilians, critical infrastructure, healthcare, and humanitarian workers and their facilities.

International Humanitarian Law

We promote and support better humanitarian outcomes for people and communities impacted by armed conflicts. Promoting awareness of and respect for international humanitarian law (IHL), also known as the laws of war, is a key responsibility for each of the Movement’s 191 National Societies. In FY25, we continued to focus on working with companies in Australia’s private sector to understand the risks and considerations of operating in proximity to armed conflict; promoting the protection of humanitarian actors in armed conflict; and the continued promotion of respect for IHL. A key concept enshrined in our organisational strategy, is we work with and for Aboriginal and Torres Strait Islander people, placing their cultural knowledge, leadership, values, and perspectives at the centre. More details on how we achieve our objectives across each area of strategic focus can be found in our [Annual Report](#).

Main areas of advocacy and policy reform

Australian Red Cross continued to provide evidence-based advocacy and contributions in the anti-trafficking sector and government related to the humanitarian needs of survivors of modern slavery this year. Issues identified and raised included the intersection between modern slavery and disabilities and the need for greater supports; repatriation and safe return needs of survivors at risk overseas; modern slavery risks faced by temporary migrant workers in rural and regional NSW; legislative protections and remedies for survivors; access and improvements to the Human Trafficking Visa Framework; access to victims of crime compensation; outreach in regional areas; the strategic direction of the newly appointed Federal Anti-slavery Commissioner; the nexus between modern slavery, gender-based violence and domestic violence.

Guided by client voices to deliver and improve the support available to survivors

Client voices, experiences and insights are relevant at all stages of a person’s involvement with the Support Program. This is the essence of a strengths-based and trauma informed casework approach: it is responsive to people’s needs, guided by their voices, and it ensures people are informed about decisions that impact them.

Clients and former clients also have unique insight and expertise into how responses to modern slavery can reflect and respond to their priorities, needs and strengths. As a humanitarian organisation, Australian Red Cross has an individual and collective responsibility to educate ourselves on appropriate ways to engage, support and provide pathways for people with lived experience of modern slavery, whether they are clients, former clients, staff, volunteers, members or others. In the reporting period, engagement with people with lived experience and expertise helped us improve the effectiveness of our service provision and identify issues of humanitarian concern to inform the policies and responses that affect survivors and their families and communities’ lives. Critically, Australian Red Cross supported Whereto, the consultancy firm commissioned by the Department of Social Services, to undertake an independent evaluation of the Support Program and Additional Referral Pathway pilot, including to engage clients and former clients of the Support Program to inform their assessment of the programs’ effectiveness, efficiency and appropriateness and whether and how the programs are meeting the needs of people who have experienced modern slavery.

Australian Red Cross is committed to strengthening our engagement with people with lived experience. Our aim is that each person sees the impact of their participation and engagement and is seen and heard through representation.

In focus: Supporting survivors

Australian Red Cross delivers the Australian Government funded Support for Trafficked People Program (Support Program), which connects people who have experienced modern slavery in Australia to casework, financial, health, accommodation and counselling support. Since 2009, this program has supported 932 people to find safety from slavery and exploitation. This financial year the program supported a total of 371 individuals, including 152 who were referred during the reporting period. (See table below), the majority of them female (69%), from 49 different nationalities.

Total number of referrals received this financial year

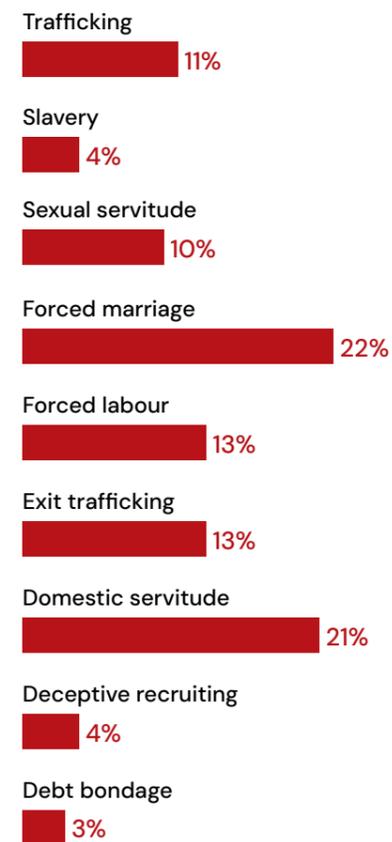
Referral agency	Number of referrals
AFP	70
ARP	82
Total	152

The introduction of the [Additional Referral Pathway](#) (ARP) this financial year was an opportunity to ensure support was more inclusive and available to people that otherwise may have not received support. With an increase of 21% in the total number of referrals compared to the previous financial year, greater access to support by diverse clients and communities was also evident this year and aligned with this new referral pathway. Clients from remote and regional areas across Australia were successfully supported in their recovery journey, previously facing additional barriers to support due to geographic isolation. Other significant intersectional factors evident in client cohorts this year included greater gender diversity, people with co-existing disabilities, people with cognitive impairments, and people with complex trauma and psychiatric conditions.

Primary Type of Exploitation of Referrals in FY25

During this financial year the Support Program supported people who experienced different types of modern slavery. The main types of exploitation included domestic servitude, forced marriage, forced labour and exit trafficking.

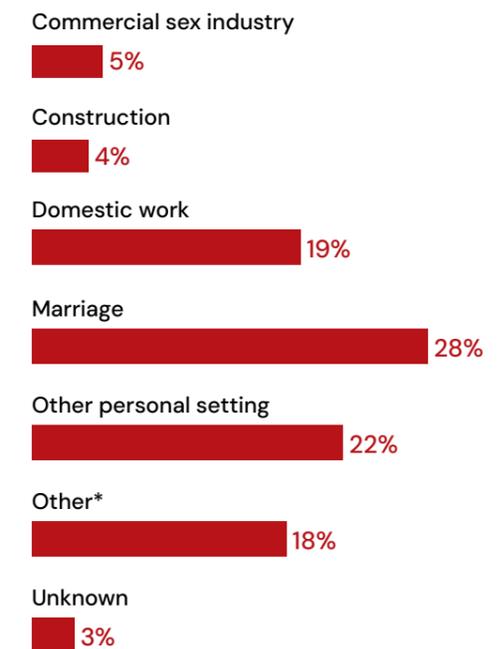
Referrals by Type of Exploitation FY25



Main Perpetrating Area

During this financial year the Support Program supported people who have experienced modern slavery in diverse perpetrating industries and conditions. The main industries included domestic work, marriage, family settings and the sex industry.

Referrals by Perpetrating Area FY25



*Other – Includes accommodation, food service, fishing, manufacturing, beauty parlours, massages, wholesale, and retail industries.



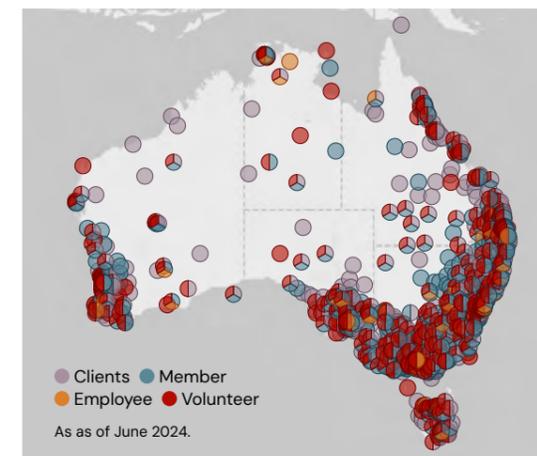
“Doing this makes me feel more empowered and also it makes me a stronger person because I can use what I suffered as an opportunity to grow professionally.”

– Person with lived experience

How we do it

Our people

Location of Australian Red Cross people and clients



Our work reaches people everywhere, from major cities to remote areas and everywhere in between. Our people (members, volunteers and employees) are on the ground in every state and territory. As of 30 June 2025, Australian Red Cross benefited from the support and contributions of:

- 6,760 Australian Red Cross members
- 11,449 Australian Red Cross volunteers
- 1,450 Australian Red Cross employees

All employees are engaged under formal employment contracts, including 980 permanent, 149 fixed-term and 321 casual arrangements, in accordance with Australian workplace laws and modern award provisions.

Inclusion and diversity underpin our organisations purpose to bring people and communities together in times of need and build on community strengths. By embracing the diverse identities and lived experiences of employees, volunteers, members and the communities we serve, we continue to strengthen an inclusive and welcoming culture where belonging is a core Australian Red Cross experience. We cyclically seek feedback from Australian Red Cross people on their perceptions of diversity, equity, inclusion and belonging and, explore the impact of intersections of identity on these experiences.

The perceptions shared in the 2024 belonging survey remained positive and consistent with those in 2023, with some variation based on employee identities and lived experiences. The perceptions of equity, particularly access and opportunity, were lower than those of diversity, inclusion and belonging, highlighting future focus opportunities.

- 76% of our employees identify as women
- 68% of senior employees (job grade 6+) identify as women
- 38% of our employees were born in a country other than Australia
- 30% of our employees identify as culturally and linguistically diverse
- 3.5% of our employees are First Nations peoples
- 8% of our employees identify as having a disability
- 12% of our employees identify as neurodivergent
- 13% of our employees identify as LGBTQIA+



Our operations and supply chain

Australian Red Cross sites

Australian Red Cross operates 291 sites across Australia including eight national and state offices. These sites house our community programs, retail stores, membership services and administrative functions.

Australian Red Cross shops

Australian Red Cross runs 174 shops across Australia selling pre-loved clothing and new sunglasses. Every purchase made at our shops channels revenue into our programs to help people and communities stand strong in the face of adversity.

In FY25, our retail operations employed approximately 315 staff (31% full time, 28% part time and 41% as casual staff) and operated with the generous assistance of 3,570 volunteers over the year. Ninety-eight per cent of the goods sold in our stores were donated items, including recycled donated clothes (80%) and unsold clothing donated from retailers and brands (18%). Our shops also sell new sunglasses and shopping bags which are purchased from long-term suppliers.

First aid

A registered training organisation, Australian Red Cross conducts lifesaving First Aid and Mental Health Training nationally. During the past year, more than 70,000 students completed first aid training, and nearly 6,000 students participated in our range of Mental Health First Aid courses. We also sell first aid products, kits and automated external defibrillators. Our first aid products are sourced primarily through two established, Australian-based suppliers. We also source mannequins for training through a supplier based in Australia.

Fundraising

Generous donations from the community support our programs and allow us to support people in need. Funds are raised through bequests, single and regular donations and community fundraising events. We engage three fundraising agencies that assist with face-to-face fundraising and two agencies that support fundraising through telemarketing.

Partnerships

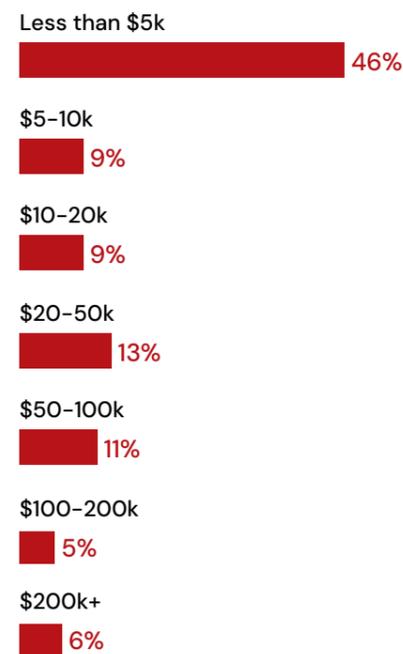
Australian Red Cross partners with a variety of companies and other entities to support our humanitarian work. Our partnerships include formalised partnerships with large organisations through to collaborations with small community partners.

Our suppliers and supply chain

Between the period 1 April 2024 and 31 March 2025, Australian Red Cross purchased from 1444 suppliers (excluding purchases made by credit cards). Ninety-seven per cent of those suppliers were based in Australia.

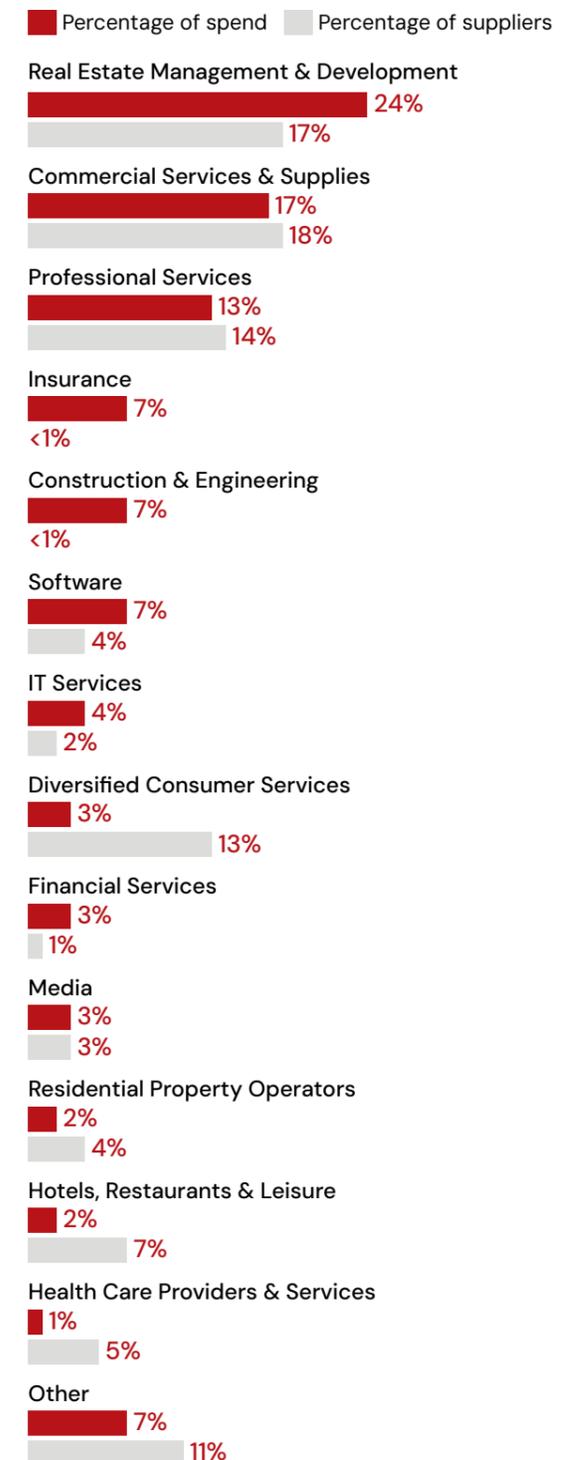
Australian Red Cross frequently engages small suppliers to help deliver services where they are most needed. As a result, we maintain low-involvement relationships with approximately 46% of our suppliers, each with an annual spend of less than \$5,000.

Percentage of suppliers by spend level



Our supplier base spans a diverse range of categories, as illustrated in the chart below.

Spend by category



Identifying and addressing modern slavery risks across our organisation

With an estimated 50 million people currently in modern slavery conditions, we recognise that no country, sector, or organisation is immune to modern slavery risks. Through our programmatic work with migrant communities and survivors, we witness the reality of modern slavery every day. We also recognise that our procurement of goods and services involve global and complex supply chains, which may expose us to modern slavery risks linked to the extraction of raw material, assembly of component parts, transportation of products, or delivery of services.

Australian Red Cross aims to identify where we may cause, contribute, or be directly linked to modern slavery and considers the full extent of our value chain when assessing 'risk to people.'

	Cause	Contribute	Directly linked
Definition	A company may cause modern slavery if its own acts or omissions directly result in the modern slavery occurring	A company may contribute to modern slavery if its own acts or omissions are significant in facilitating, encouraging, or enabling another party to cause a situation of modern slavery	A company may be directly linked to modern slavery by its operations, products, or services through a business relationship

Taking a risk-based approach

We take a risk-based approach to focus our efforts where they can have the greatest impact. This prioritisation enables us to tailor our due diligence activities to address the specific modern slavery risks associated with different areas of our operations and supply chain.

Operational risks

Methodology

We conducted our annual risk assessment to identify salient modern slavery risks across our operations. This process evaluates risk areas based on factors such as likelihood, severity, scope, the potential for remediation, and the effectiveness of existing controls.

In addition to this formal assessment, we maintain an ongoing focus on risk through the following activities:

- Integrating modern slavery risk considerations into our standard organisational risk assessments.
- Facilitating modern slavery risk workshops within individual Australian Red Cross teams to identify specific risk areas and develop tailored mitigation strategies.

Working with people in vulnerable situations

Australian Red Cross delivers over 60 different programs to deliver support when and where it is needed. Embedded in urban and regional locations across Australia, our program staff frequently engage directly with people in situations that increase their vulnerability to exploitation and modern slavery. This includes migrant workers, crisis-affected communities, and survivors of modern slavery. This means, our staff are not only positioned to identify and support survivors but are also actively involved in early intervention efforts to prevent exploitation from escalating and to ensure individuals receive the support they need. We continue to take action to equip our staff with skills and tools required to identify risk and respond effectively, with a focus on programs that work directly with people in vulnerable situations.

Partnerships

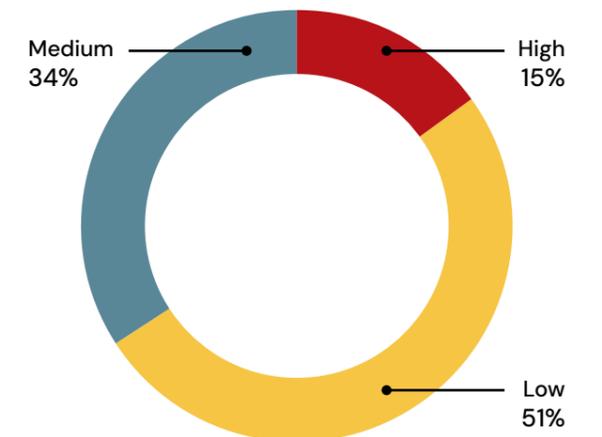
Australian Red Cross works with partners who support our work. These range from large corporate partnerships to small community partners that provide support on the ground in communities. Australian Red Cross can be directly linked to modern slavery through the actions of the partners and works to actively assess and mitigate risk as described below.

Supply chain risks

Methodology

We maintained our practice of conducting annual risk screening of all suppliers based on their location and industry. With 97% of our suppliers based in Australia, supplier risk is largely driven by inherent industry risk. Based on our FY25 risk screening, 15% of our suppliers were considered to have a high inherent risk of modern slavery.

Risk rating of supply base





High risk areas

The table below outlines which categories include suppliers that have an inherent high-risk rating of modern slavery and provides a description of the associated risks.

Category	Description of risk
Cleaning, Security & Facilities Management	The industry's reliance on base-skilled labour with high involvement of migrant workers increases risk of debt bondage, visa exploitation, and deceptive recruitment practices.
Fundraising contracts	High risk of informal work arrangements or commission-based pay structures, which may expose vulnerable workers, including students and migrants, to exploitation and wage theft.
Electronic Equipment, Instruments & Components	High risk of forced labour and child labour associated with the extraction of critical raw minerals and, the production and assembly of electronic components outside of Australia.
Health Care Equipment & Supplies	High risk of forced labour linked to the production of health care consumables (e.g. PPE, single-use medical devices) in countries with poor labour protections.
Health Care Providers & Services	High involvement of migrant workers with associated risk of forced labour, debt bondage and deceptive recruitment. The industry's reliance on subcontracting also reduces oversight, increasing the likelihood of informal arrangements and exploitative working conditions.
Hotels, Restaurants & Leisure	Outsourcing of services like cleaning and catering, and employment of low-paid or migrant care workers, increases exposure to exploitative labour practices.
Textiles, Apparel & Luxury Goods	High risk of forced labour and child labour in the production of raw material (such as cotton) and the manufacture of clothing that is donated and sold in our retail stores.

Preventing and addressing modern slavery

Our due diligence approach

We have established a comprehensive program grounded in six strategic pillars designed to prevent, identify, and address modern slavery risks across our organisation and value chain.

An action plan has been developed so that each pillar can be monitored, measured and reported against in subsequent statements, to drive continuous improvement and allow us to track our progress.

1. Governance	2. Upskilling our staff	3. Responding effectively
4. Safeguarding our supply chains	5. Engaging and collaboration	6. Building community capacity

1. Governance

Progress highlights for this year:

- Commenced a review of our modern slavery oversight framework to align with broader ESG oversight.
- Reviewed our Investment Strategy Policy to strengthen consideration of 'risk to people'.
- Commenced development of renewed ESG framework that reinforces modern slavery as a material risk.
- Commenced a review of our Partnerships Protocol Policy and processes.

Structure

We continue to evolve our whole-of-organisation approach to addressing modern slavery in line with the organisation's maturity, with a focus on embedding modern slavery risk assessment and mitigation across our business practices. Our cross-organisational Modern Slavery Working Group remained active throughout the year, meeting regularly and continuing to work across three specialist streams (supply chain, operations, and training), drawing on subject matter experts from across the organisation as needed. In recognition of the evolving nature of Environment, Social and Governance (ESG) risks and the interconnectedness of modern slavery with broader ESG considerations, preliminary work has commenced to explore a more integrated approach. This early-stage review is considering how modern slavery oversight could be embedded within a broader ESG framework, supporting a more cohesive and forward-looking response.

Protecting our people through ethical employment

Our Employee Recruitment and Selection Policy is designed to ensure that our hiring processes are equitable, fair, transparent, and merit-based while also upholding our commitments to First Nations Peoples and prioritising the safety and wellbeing of people. All employees are engaged under contracts, are covered by the appropriate

modern awards and can choose whether they join a trade union. Position descriptions are attached to job advertisements and provided to candidates. Our People & Culture business partners participate actively in any recruitment process to provide support and process assurance.

We are committed to providing a safe work environment. All employees are required to undertake work, health and safety training as part of our annual training program and are encouraged to Speak Up about any incidents. During the reporting year, we developed our Wellbeing Strategy and Action Plan to promote physical, mental, and social health in the workplace; established an early intervention triage program to support staff injury and illness and, provide connections to health care and psychosocial support and; updated staff learning modules to strengthen individual accountability for physical and psychological safety in the workplace.

Embedding modern slavery commitments into our practices and policies

Our policies translate our commitment to modern slavery into actions across all aspects of our work. Key policies that integrate our actions to address modern slavery into our work include:

Governing document	Relevance to modern slavery	How we implement it
Risk Management Policy	Provides a structured and consistent approach to managing risks across Australian Red Cross, including modern slavery risk.	All our people are required to identify and proactively manage risks to guide day to day operations and decision making.
Code of Conduct (Our Code)	Our Code outlines the expected behaviours for all Australian Red Cross People including partners, suppliers, contractors, and consultants. It sets clear standards that prohibit exploitation, including modern slavery.	The Code is introduced through induction, ongoing training and embedded in all contractual agreements, ensuring a shared understanding and accountability across all roles and relationships.
Whistleblower Policy	Provides a platform for people (including those in our supply chain) to confidently raise concerns.	Australian Red Cross provides an independent channel through which people can raise concerns, with the option for anonymity for those who are looking to protect their identity.
Complaints, Concerns & Feedback Policy	Recognises the importance of feedback as a mechanism for continuous improvement and sets out the principles that govern our response to complaints, concerns, or feedback.	Australian Red Cross promotes a positive risk culture where people are encouraged to proactively speak up about concerns, incidents and issues. Australian Red Cross People, clients and community members have various channels and mechanism to raise complaints, concerns and feedback about the actions of Australian Red Cross, both internally and externally.
Grievance Policy	Provides a clear and transparent process for dealing with employees and volunteer People & Culture related grievances.	All employees are made aware of the Grievance Policy as part of employee induction. Each department and program are assigned a dedicated People & Culture Business Partner to ensure that all grievances are managed in alignment with our Grievance Policy.

Governing document	Relevance to modern slavery	How we implement it
Supplier Code of Conduct	Outlines our baseline expectation that suppliers comply with the laws and regulations, must not be complicit in any human rights abuses and must endeavour to ensure that there is no modern slavery in their operations or supply chain.	The Supplier Code of Conduct forms part of our supplier contractual terms. All new suppliers are asked to read and acknowledge the Code via our online portal as part of our onboarding processes.
Safeguarding Policies	Express our commitment to protecting and improving the wellbeing and safety of all people we interact with, particularly those experiencing vulnerability and/or who depend on Australian Red Cross support and services. Related policies and documents can be found here .	Regular training on child and adult safeguarding and reporting. Our risk management practices also ensure a clear focus on safeguarding of people, including from risks of modern slavery.
Partnerships Protocol Policy	Provides a framework for engaging partners who are aligned with our values.	We screen contractual partners against the Protocol to ensure they align with and support our vision and Movement frameworks, including the Fundamental Principles.
Investment Strategy Policy	Ensures our investments are consistent with our Fundamental Principles.	We screen and continuously monitor all investments in line with the Ethical Screening of Investments Procedure, ensuring continued adherence with the Investment Strategy Policy.
Fundraising and Donations Policy	Sets out the principles that underpin our fundraising activities and describes the circumstances in which we may/may not accept donations.	The policy applies to all Australian Red Cross people and including those of the Australian Red Cross Lifeblood and empowers our people to refuse funds from donors who are actively engaged in practices that involve high risks of modern slavery.

Governing document	Relevance to modern slavery	How we implement it
Work Experience Policy	Expresses our commitment to safe and appropriate work experience opportunities.	Employees are required to conduct a risk assessment to ensure that work experience placements are appropriate and supported by proper supervision.
Volunteering Policy	Recognises the importance of volunteering and our commitment to meaningful engagement with volunteers.	Volunteering opportunities are incorporated into program assessments. Volunteers are invited to participate in decision making and we allocate resourcing to ensure we support volunteers appropriately.

Addressing Partnership Risks

Australian Red Cross remains committed to partnering with organisations that align with our vision and Movement frameworks, including the Fundamental Principles. All prospective partners entering contractual agreements are assessed in accordance with our Partnerships Protocol Policy, which outlines a thorough screening process. This includes evaluating a range of factors, such as whether a partner's activities may fail to uphold human rights or labour rights.

In FY25, work commenced to review the Partnerships Protocol Policy and process to ensure it remains relevant, clear, and fit for purpose. This update also aims to strengthen ESG due diligence within the screening process, which includes reviewing social risk indicators. This work will continue in FY26.

International partners

Working internationally can increase our risk of being linked to modern slavery. We continue to review our contractual agreements with international partners and our approach to supporting a systematic evaluation of risk appropriate to the local context.

Taking an ethical approach to investment

Australian Red Cross does not invest in companies involved in the manufacture of arms and adult entertainment. Our Investment Strategy Policy and Ethical Screening of Investments Procedure ensures our Australian equities investments are aligned with the International Red Cross and Red Crescent Movement's objectives, the Fundamental Principles, principles of International Humanitarian Law, internationally recognised standards of human rights, labour rights & protection of health. A positive social responsibility screening is applied to all investment decisions, drawing on independently assessed ESG ratings to evaluate each organisation's alignment. This forms part of a comprehensive investment screening process that assesses suitability based on the organisation's activities, ESG performance, and alignment with the Investment Strategy Policy. Together, our policy and procedure documents reinforce our overarching ethical approach to investments, ensuring decisions are guided by both responsible processes and clear standards.



In focus: Updating our Investment Strategy Policy

During FY25, we undertook a holistic review of our ethical screening processes across the organisation, with a focus on strengthening alignment between our strategic investment decisions and our overarching ESG ambitions. As part of this, we reviewed our Investment Policy Strategy and Ethical Screening of Investment Procedure to ensure it remains attuned to our evolving approach to ESG risk and performance. While the adjustments were subtle, they were made with a view of enhancing consistency and alignment across our investment decision-making. This work also intersects with our ongoing review of the partnership screening process, reinforcing our commitment to a unified and transparent framework for ethical decision-making across all areas of investment and collaboration.

Planned actions:

- Finalise reviews of the following policies
 - Partnership Protocol Policy and partnerships screening process.
 - Complaints, concerns and feedback policy.
- Expand cross-functional working group to include ESG

2. Upskilling our people

Progress highlights for this year:

- Developed a Community of Practice to provide training to employees engaging with people in situations of increased vulnerability.
- Continued to develop our modern slavery Speak Up training rolled out to all staff.

Tackling modern slavery involves equipping everyone in the organisation with the skills to recognise risks, the knowledge to respond appropriately, and fostering a culture that encourages speaking up, even in the face of uncertainty. In FY25, we continued to evolve our modern slavery training for all employees. We also increased our focus on training employees that engaged with people in situations that increase their vulnerability to modern slavery as part of our program delivery, aiming to ensure they had the skills to identify risk and support processes to respond appropriately.

- **Induction training.** All new employees are required to complete a Modern Slavery e-module during induction.
- **Speak Up Modern Slavery Training.** We updated our modern slavery training e-module which forms part of mandatory Speak Up training for all employees. 83% of employees completed the Speak Up Modern Slavery e-module during the reporting period.

- **Team-specific training.** We continued to conduct training for specific teams focussed on what they could do to identify and respond to modern slavery in their roles at Australian Red Cross. Our Anti-Trafficking Response team provided internal training to various teams who are likely to have frontline opportunities to identify modern slavery, including the Humanitarian Settlement Support teams operating in regional NSW and the ACT.
- **Community of Practice.** We conducted specific training for our teams engaged with clients and communities that may be at increased risk of modern slavery. The aim of this initiative was to cultivate a network of ambassadors informed about labour exploitation and modern slavery, with a focus on integrating the Work Right Hub into their daily practices and actively promoting the resources within their stakeholder networks. Sixteen Australia Red Cross staff from across different programs were involved in weekly meetings over a six-week period and received clear guidance and resources to aid in the promotion of Work Right Hub.

In focus: Targeted training for our Immigration Detention Monitoring team

Through regular visits in our Immigration Detention Monitoring Program, Australian Red Cross monitors immigration detention facilities in Australia. Our teams inspect detention facilities, speak with people in detention, and meet with departmental officials and detention service providers to try to resolve issues of humanitarian concern to prevent and reduce harm. During this year our teams and the teams in detention have been trained to identify indicators of trafficking and modern slavery as part of their monitoring function. Additional training was also conducted to officers from the Department of Foreign Affairs and Trade, Department of Home Affairs together with the Australian Federal Police.

Planned actions for next year:

- New eLearning module:**
Implement a phased rollout of a new eLearning module (designed by SBS and Australian Red Cross) to increase modern slavery awareness and understanding for staff in key positions.
- Expand modern slavery training:**
Offer modern slavery training to Board members and volunteers.
- Ambassador program:**
Expand Work Right Hub Ambassadors program to include increased number of ambassadors across both internal programs and external partner organisations.

3. Responding effectively

Progress highlights for this year:

- Commenced a review of our Complaints, Concerns and Feedback Policy and process.

Our approach

Creating safe and responsive operations

People who use our services may be in situations that increase their risk of exploitation, particularly migrants who may lack adequate support or protection and those in need of assistance after a disaster. We understand the importance of ensuring that employees who interact with clients and community members are vigilant to signs of modern slavery and can provide support in a client-centred, trauma-informed way.

Over the course of the year, we continued to refine and strengthen our response principles and processes to ensure that the safety and agency of individuals remained central to our approach. Recognising that each case must be addressed on its own merits, our response is guided by principles that prioritise the protection of individuals, empower them with the information and support necessary to navigate their circumstances, and ensure compliance with mandatory reporting obligations. In addition, we undertake ongoing reviews of our response systems and processes to enhance our capability to identify, mitigate, and respond to risk effectively.

Grievance and remediation

Accessible, safe, and reliable grievance mechanisms are crucial for effectively tackling modern slavery. During the reporting period we began a review of our Complaints, Concerns and Feedback policy and process to amplify child, client and community voices, and identify opportunities for improvement. Further information about this review is outlined below.

Anyone impacted by Australian Red Cross activities can raise a concern through our Speak Up Program or our Whistleblower Policy.

Throughout the year, we received three reports of modern slavery risk through our Speak Up program. Two reports were from employees and one from an anonymous source. Two reports related to risk to community members and one related to supply chain risk. During the reporting period, we received an additional five safeguarding reports involving individuals accessing our programs that included potential indicators of modern slavery risks. Each case was managed in line with our safeguarding protocols, with referrals made to appropriate support services to enable people to access assistance.

Each case was addressed individually, following our response principles which emphasise empowering individuals with the necessary information and support to manage their own situation appropriately. Where the report related to a risk to a person, specialists from our Support for Trafficked provided tailored support in line with our trauma-informed, client centred response processes. We also reviewed and updated our training and information available to frontline staff to further highlight modern slavery indicators and response processes. The complaint regarding our supplier is currently under investigation and pending resolution.

In focus: Updating our Complaints, Concerns and Feedback Process

During FY25 we began a review of our Complaints, Concerns and Feedback policy and process to identify opportunities to improve accessibility and response. A key focus of the review was exploring options to develop more centralised processes for managing and overseeing feedback and complaints across Australian Red Cross products, services, programs and activities. The review also considered opportunities to:

- Improve access for external stakeholders
- Strengthen client and community voice in service delivery
- Support earlier identification of issues and trends
- Provide insights to inform continuous improvement of operations

A new policy, renamed as 'Feedback and Complains (Products, Programs, Activities or Services) Policy' was developed and will be approved and implemented in FY26. We will also continue exploring and implementing identified process improvement opportunities, including assessing the right systems and operational approaches to ensure sustainable delivery.

Planned actions for next year:

- Finalise review of our Complaints, Concerns and Feedback Policy and Process.
- Work with suppliers in high-risk sectors to collaboratively promote the Work Right Hub and grievance mechanisms.



4. Safeguarding our supply chains

Progress highlights for this year:

- Updated our Supplier Self-Assessment Questionnaire
- Reviewed our fundraising agencies and contracts

With decentralised procurement processes, it is essential to support staff in identifying and addressing modern slavery risks in purchasing decisions. We take a multifaceted, risk-based approach that includes training and awareness, supplier due diligence, and targeted support.

Our supply chain is complex and includes many small, local suppliers, which can make engagement and influence challenging. To address this, we embed modern slavery risk mitigation throughout the supplier lifecycle—conducting due diligence at onboarding, annual risk assessments, and ongoing monitoring to ensure alignment with our ethical standards.

During the reporting period, we refined our response processes to reflect the risk level, supplier type, and our ability to influence outcomes. Where risks are identified, we engage directly with suppliers to understand the issue and take appropriate action.

The following section outlines the specific steps we take to manage modern slavery risks at each stage of the supplier engagement lifecycle.

1. Supplier onboarding and risk mitigation

All new suppliers are asked to acknowledge our Supplier Code of Conduct as part of the onboarding process. Our Supplier Code of Conduct sets out clear expectations, including that workers are paid at least minimum wage, have the right to collective bargaining, and can access grievance mechanisms such as the Australian Red Cross whistleblower service.

Suppliers also receive our Quick Guide to Modern Slavery, which provides an overview of modern slavery, practical steps for mitigation, and links to further support.

Suppliers operating in identified high-risk sectors—such as information technology, fundraising, health care supplies, and retail—must complete our supplier due diligence questionnaire during the onboarding process. Any identified risks must be addressed prior to onboarding.

For purchases over \$50,000, contracts are mandatory and include tailored modern slavery clauses. These require suppliers to use best endeavours to prevent modern slavery in their operations and supply chains, notify us of any material risks, and allow us to provide training to their personnel.



In focus: Fundraising suppliers

During the year we engaged with four fundraising agencies. The contractual arrangements for each of these agencies require them, and any subcontractors that work for them, to:

- comply with all laws related to modern slavery
- agree to accept and act in accordance with the Australian Red Cross Supplier Code of Conduct
- use their best endeavours to ensure that there is no modern slavery in Service Provider’s supply chain or operations
- notify Australian Red Cross within five business days if they identify any material risk of modern slavery in their operations or supply chain
- use their best endeavours to address any material risk and to prevent the recurrence of the conditions or circumstances which gave rise to the material risk in an effective and timely manner
- notify Australian Red Cross of the steps taken to address any risk
- provide modern slavery training for their personnel who provide goods or services in connection with this Agreement and maintain records of such training
- maintain records which describe their supply chain and operations in regard to all goods and services provided to Australian Red Cross and produce such records on request.

All suppliers completed our Modern Slavery SAQ. Based on their responses, each supplier was assessed as having a low residual risk rating. All suppliers indicated that they have policies in place to address modern slavery, although the format and scope of these policies varied. Two suppliers reported the use of labour hire companies to recruit overseas or temporary workers.

In FY26, we intend to work with our fundraising suppliers to encourage the use of resources such as the Work Rights Hub, to help ensure individuals engaged in fundraising activities have a clear understanding of their workplace rights and the channels available to report concerns.

2. Annual supplier due diligence

We screen all suppliers for modern slavery risk, using industry and country of operation as key indicators to assess potential exposure to human rights violations.

All high-risk suppliers with whom we spent over \$5,000 during the period of 1 April 2024 to 31 March 2025 were requested to complete our modern slavery Supplier Self-Assessment Questionnaire (SAQ) as part of the Purpose Collaboration initiative (refer to page 20). The SAQ was revised during the year to streamline the process and improve accessibility for suppliers. It assesses key indicators of modern slavery risk, including:

- Governance frameworks and practices
- Workforce composition and supply chain characteristics
- Primary goods and services procured
- Proportion of sourcing from outside Australia
- Countries of origin for procured goods.

The insights obtained through our supplier questionnaire support targeted red flag analysis, enabling us to identify elevated risk indicators and conduct an assessment of modern slavery risks beyond the first tier of our supply chains.

During the reporting period we had a 21% engagement rate for our modern SAQ and a 38% engagement rate with our Supplier Code of Conduct. Three suppliers were identified as presenting red flags indicative of practices that may elevate their risk exposure. Two of those suppliers had governance processes in place to mitigate risks. One supplier is being engaged further to enable a deeper understanding of the concerns and to inform appropriate risk mitigation actions.

3. A detailed exploration of high-risk areas

We conduct systematic deep dives into specific areas that were at higher risk of modern slavery. In FY25 we focussed on Australian Red Cross fundraising suppliers.

4. Ongoing monitoring of supplier risk

To complement our supplier risk assessment activities, we monitor international policy developments and assessment tools aimed at strengthening supply chain integrity, including the U.S. Customs and Border Protection’s Withhold Release Orders. We also review suppliers’ modern slavery statements (where available) when making significant purchases in high-risk categories.

Collaborating with suppliers to address risk

Recognising the importance of partnership in effective risk mitigation, in FY26 we plan to review our Supplier Code of Conduct—which

outlines supplier obligations—to recognise the shared responsibility and collaborative nature of risk mitigation. This new approach will reflect our commitment to shared responsibility, acknowledging that we also have a role to play in supporting suppliers and working together to more effectively address modern slavery risks.

Collaboration with peers

Participation in the Purpose Collaboration (see below) aims to increase supplier engagement by enabling suppliers to complete a supplier due diligence process and share their responses with other members of the collaboration.

In focus: The Purpose Collaboration (working together to address modern slavery risk)

In late 2024, members of the Informed 365 Purpose Collaboration, including organisations such as the Australian Red Cross, genU, Australian Red Cross Lifeblood, WWF, The Benevolent Society, and others, worked together to review and refine the modern slavery Supplier Self-Assessment Questionnaire. The updated version, released to suppliers in January 2025, makes the assessment clearer, faster, and more consistent while strengthening risk insights. Changes include streamlined wording, improved policy questions that now allow suppliers to provide documents, URLs, or status updates (Yes/No/Under Development), and formatting updates that make the assessment less overwhelming. These improvements are expected to reduce supplier confusion, support faster completion, and provide more reliable data to assess modern slavery risks across both local and international supply chains.

Planned actions for next year:

- Deep dive into high-risk categories:**
Investigation on high-risk products in the following categories to gain more insight into risks below Tier 1
 - Facilities management
 - Real estate management & development with a focus on smaller service providers.
- Supplier engagement:**
Offer training to suppliers.
- Evaluation of Australian Red Cross purchasing practices:**
Analyse organisational purchasing practices in high-risk categories to establish whether costings, timings and payment terms, and practices place any pressure on suppliers.
- Procurement tool development:**
Develop a tool to support modern slavery risk assessment in the procurement processes.
- Review Supplier Code of Conduct:**
Revise our Supplier Code of Conduct to recognise the shared responsibility and collaborative nature of risk mitigation.

5. Engaging and Collaborating

Progress highlights for this year:

- Conducted consultations with people with lived experience of modern slavery to inform our actions, guide our advice to businesses, and shape recommendations for government submissions. Insights from modern slavery workstreams informed the organisation's key advocacy priorities.
- Worked alongside businesses to build their capacity to prevent and respond to modern slavery through advisory support, resource development, and training delivery.

Our work is informed by lived experience

Australian Red Cross recognises it is essential to amplify lived experience voice and expertise and is committed to establishing regular and meaningful engagement with people with lived experience and affected communities to directly inform and improve the relevancy and efficacy of the Support Program and related services, policies and prevention activities.

When people with lived experience are placed at the centre of solutions and responses, they have agency to advocate for themselves, to contribute to and connect with the larger society in which they live and to receive affirmation that their views and expertise have been listened to, understood, and valued.

“... somehow, I’m receiving support from these conversations. I think this is good because I can share my experience and I know that it’s not just like going to the therapy and saying this happened to me ... Something will happen after this – my testimony will be shared ... and my words are going to be heard and written and shared – so I think this is important as well.”

– Person with lived experience

Engagement this reporting year

During the reporting period, Australian Red Cross has progressed lived experience engagement activities and supported government and external counterpart requests to facilitate, collaborate or co-lead several lived experience engagement initiatives, such as:

- The Attorney General’s Department in the development of practical guidance to support trauma-informed engagement and empowerment of people with lived experience of modern slavery to inform policies, programs and partnerships to combat modern slavery in Australia (Modern Slavery Lived Experience Engagement and Empowerment)
- The Australian Federal Police to review and provide feedback on a brochure that provides information for people who have or may have experienced modern slavery on reporting to the Australian Federal Police and the supports available.
- A National Roundtable on Human Trafficking and Slavery Working Group to involve people with lived experience in the revision of the Practice Guidelines for Organisations Working with People in or at risk of Modern Slavery
- The Attorney General’s Department Forced Marriage Sub-Committee in consultations on enhancing forced marriage civil protections and remedies for people who have experienced, or are at risk of, forced marriage.

- The Attorney General's Department International and Community Engagement, Modern Slavery and Human Trafficking Branch to inform the development of the Australian Government's new Modern Slavery in Australia website.
- The United Nations Special Rapporteur on Contemporary Forms of Slavery about engaging people with lived experience during the rapporteurs Country Visit to Australia.
- The Office of the Australian Anti-Slavery Commissioner to undertake targeted consultation to inform: the Office's three-year strategic plan; research on how to improve the way that laws, the police and the courts deal with modern slavery; and inform how people affected by modern slavery would like to engage with the Anti-Slavery Commissioner's Office as lived experience experts.
- The Australian Institute of Criminology to contribute to and review interview questions as part of the National Action Plan to Combat Modern Slavery 2020-25 evaluation.
- The Special Broadcasting Service to inform modern slavery training modules being co-developed with Australian Red Cross that promote understanding of modern slavery and support organisations improve their actions to address it.
- Edge Impact and the Property Council of Australia on the Impact Metrics for Addressing Modern Slavery project, which created Australia's first whole-of-industry guidance on measurement in modern slavery risk effectiveness, informed by lived-experience engagement led by the Australian Red Cross.
- Commonwealth Bank of Australia to improve frontline staff ability to identify modern slavery and respond to modern slavery risks.

Providing training to external stakeholders

Australian Red Cross continued to provide tailored training and support to different government and non-government stakeholders, including AFP, Department of Home Affairs, Regional Refugee and Migrant Settlement Networks, Migrant Workers Centres, Family and Domestic Violence services, cultural associations, accommodation providers, universities, the Additional Referral Pathway Consortium, the Immigration Detention Network, health services and networks, Multicultural Councils and a wide variety of community services.

Collaborating with businesses

Drawing on extensive experience working with people who are experiencing, or at risk of modern slavery, Australian Red Cross actively works alongside Australian businesses to support them to take effective action to prevent and respond to modern slavery. The focus of our engagement includes building awareness of modern slavery through training, supporting businesses in promoting work rights across their value chain, and strengthening their organisational strategic response through survivor-informed insight. Every modern slavery case is different based on the context and needs of individuals involved, Australian Red Cross has provided specialist support to organisations who have identified risk and are seeking advice on safeguarding individuals. Examples of our work with businesses are outlined below:

Empowering frontline staff through training:

Australian Red Cross provided targeted training to frontline staff members of large organisations to build their capacity to recognise modern slavery indicators and respond effectively and safely. Where possible, training material was developed through comprehensive consultation with individuals who had experienced modern slavery or were in high-risk sectors, ensuring that indicators and response protocols were tailored to specific risks. Businesses receiving this training included, ESR Group, Commonwealth Bank of Australia (CBA) and Uber.

Promoting Work Right awareness across supply chains:

Australian Red Cross supported businesses to embed and promote the Work Right Hub throughout their value chain to ensure that workers have access to essential information and support. As part of this effort, Australian Red Cross partnered with The GPT Group to develop an article distributed across retail assets under GPT's management and in its retailer induction toolkit. The article provides employers and employees with practical tips to understand work rights and access to support services, with all resources directing readers to the Work Right Hub through a QR code. With over \$36 billion in assets under management, GPT's broad community reach highlights the potential for businesses to engage their supply chains in protecting worker rights.

Identifying modern slavery through a lens of lived experience:

Australian Red Cross worked with CBA to understand the ways in which people with lived experience of modern slavery might describe their experiences and how this may differ from official modern slavery definitions. Through this work, Australian Red Cross developed a series of key word combinations and modern slavery vulnerability indicators, leveraging lived experience feedback and insights from Australian Red Cross case workers and the Modern Slavery Prevention and Response team. This project aimed to strengthen the identification of modern slavery risk factors, by providing businesses like CBA with a more detailed list of key words that they can cross-review with modern slavery vulnerability indicators.

Planned for next year:

- Launch Australian Red Cross and SBS Modern Slavery Training Program
- Ongoing awareness building activities in collaboration with business

6. Building community capacity

Progress highlights for this year:

- Increased accessibility of the Work Right Hub platform and promoted the resources widely within communities
- Developed sector-specific resources on labour exploitation and modern slavery for the Work Right Hub to build capacity of workers within high-risk industries
- Contributed to community-based campaigns aimed at raising awareness of work rights and entitlements

As a humanitarian organisation, our efforts to prevent, address and respond to modern slavery extend far beyond our workplaces. Through our programs and services, we promote a whole-of-community approach to eliminating modern slavery.

Promoting work rights

Ensuring that employees are informed about their entitlements is a key part of preventing exploitation and modern slavery, as it empowers people to recognise and challenge abuse in the workplace.

Australian Red Cross seeks to build community awareness of work rights through the delivery of the Work Right Hub, a digital platform funded by the Australian Government aimed at preventing labour exploitation and modern slavery. The Work Right Hub was developed in consultation with migrants and includes resources and tools to equip workers and frontline responders with an understanding of workplace entitlements, indicators of exploitation, and directs individuals to support services based on locations, sector, and concern.

Our organisation is committed to the continuous improvement of this platform and facilitates ongoing consultation to ensure that the platform meets the needs of intended users. Within this reporting period actions to improve the Work Right Hub included:

- The redesign of the website to increase usability and the launch of a translation plug-in in April 2025
- The launch of sector-specific resources and website sections for seven high-risk sectors in March 2025
- Systematic dissemination of the Work Right Hub to workers and frontline responders through social media and community and corporate networks. The co-development and dissemination process involved over 780 intended users (workers and frontline responders) receiving either information and/or training about the Work Right Hub through a combination of in-person or online facilitated events.

In focus: Sector-specific resources

The development and widespread dissemination of the new sector-specific resources and website sections has been a highly successful component our efforts to prevent modern slavery within this reporting period.

Description: Sector-specific guidance was co-developed in consultation with migrant workers and frontline responders in high-risk sectors. The finalised resources were integrated on the Work Right Hub in March 2025, with dedicated website sections created for seven key high-risk sectors, including: Horticultural workers, Gig workers, Cleaning, Hospitality, Construction, Young workers and International Students.

Each section provides information about:

- Rights at work
- Access to support
- Signs of poor working conditions
- Signs that it may be modern slavery

These key pages were then added to the Work Right Hub landing page as a carousel. Mobile compatibility was assessed and aligned to increase access

Image 1: Depicts carousel of sector-specific information:

Find support based on your job



Within the reporting period, the sector-specific pages had over **647** sessions, with an average time on page equalling 1.45 seconds, indicating that the information was pertinent to users engaging with the site.

Community campaigns

Community engagement remained a core and ongoing commitment throughout the reporting period, with 41 modern slavery awareness initiatives reaching 635 individuals through a variety of communication channels. Engagement activities included:

Presentations

Delivered 12 in-person community presentations and 3 online launches to raise awareness of modern slavery and support pathways.

Attendance at events

Participated as stallholders at two international student events, engaging an estimated 2,300 students. This included 150 direct interactions and the distribution of over 50 resource packs.

Regional outreach

Conducted three outreach campaigns, both in collaboration and independently. These initiatives allowed caseworkers to engage directly with workers and frontline responders in high-risk regions. Meetings were held with 15 different support services and organisations, to provide both an overview of the Work Right Hub and modern slavery training. Promotional material was delivered to 25 different services and Australian Red Cross presented at 6 community information sessions.

Promotion in retail outlets

Australian Red Cross designed, printed, and distributed 300 posters to Australian Red Cross Shops across the country. As trusted and welcoming community spaces, these retail stores play an important role in ensuring that key information reaches individuals who might not otherwise encounter it.

Planned actions for next year

- Regional campaign model:** Develop a targeted community outreach model for high-risk rural regions, enabling Australian Red Cross to provide on-the-ground training and engage with workers, frontline responders, services, and businesses.
- Targeted dissemination:** Increase dissemination of the Work Right Hub through multichannel promotion, including the exploration of new channels to engage workers and frontline responders.
- Service directory update:** Re-engage key frontline organisations to update the Work Right Hub service directory, raising awareness of tools and resources and identifying opportunities for ongoing collaboration.



Effectiveness of Actions

Australian Red Cross is committed to continuously improving how we address modern slavery risks within our operations and supply chains. In line with the United Nations Guiding Principles on Business and Human Rights, we consider where we may cause, contribute to, or be directly linked to modern slavery. Our efforts are guided by insights from people with lived experience of modern slavery.

Key outcomes from this work are captured in the table below.

	Objective	How we assess the effectiveness of our actions	Effectiveness measures
Governance	Commit to addressing modern slavery that is reflected in, policies and processes and supported by good governance.	<ul style="list-style-type: none"> Regularly review our governance structure and processes to ensure it supports a cross-organisational approach to addressing modern slavery Review policies and procedures to ensure they reflect strong commitment to addressing modern slavery risks and incorporate consideration of modern slavery risks where applicable Frequency and quality of reporting to Executive and Board Ensure all Australian Red Cross employees receive information on their employment rights and reporting channels, accessible in a language they understand Regularly evaluate the risk and capacity-building processes to ensure they address modern slavery risks effectively Monitor partnership screening processes and their application 	<ul style="list-style-type: none"> 2 policies were reviewed during FY25 100% of employees receive the Fair Work Information Statement with their contract, in addition to the Fixed-Term or Casual Employment Information Statement (as applicable) 85% of new employees completed onboarding training that outlined their rights, entitlements and reporting process in FY25 Increased emphasis on psychological harm in risk rating criteria including consideration of the type and level of treatment required
Upskilling our people	Build our team members' understanding and capacity to prevent, identify and respond to modern slavery.	<ul style="list-style-type: none"> Monitor modern slavery training & capacity building engagement rates Monitor our people's confidence in identifying risk Monitor our people's confidence in responding to risk 	<ul style="list-style-type: none"> 828 employees completed modern slavery Speak Up training 11 Australian Red Cross Staff from across different programs joined a Community of Practice that met 6 times within the reporting year
Responding effectively	Ensure people have access to easy-to-use mechanisms to voice their concerns and equip our staff with training to respond effectively by adopting a survivor-centred approach to response and remedy.	<ul style="list-style-type: none"> Regularly evaluate our feedback channels & response processes Monitor risks/incidents reported through grievance mechanisms and our response process 	<ul style="list-style-type: none"> 3 modern slavery incidents reported through Speak Up and escalated according to our response protocol 5 safeguarding reports involving individuals accessing our programs or support included potential indicators of modern slavery
Safeguarding our supply chains	Understand and address modern slavery risks in our supply chain through targeted due diligence measures.	<ul style="list-style-type: none"> Review and update parameters defining modern slavery risk, including industry and geographic indicators Monitor supplier modern slavery risk profiles Monitor inherent and residual supplier risk Monitor percentage of suppliers engaged in due diligence process Monitor onboarding procedures to ensure due diligence is consistently applied 	<ul style="list-style-type: none"> 100% of new suppliers asked to acknowledge our Supplier Code of Conduct during onboarding and provided information about identifying and managing modern slavery risk 38% engagement rate with Supplier Code of Conduct 178 suppliers asked to complete modern slavery due diligence questionnaire 21% of suppliers engaged with supplier due diligence

	Objective	How we assess the effectiveness of our actions	Effectiveness measures
Engage and collaborate	Elevate and learn from the voice of lived experience and support collective efforts to address modern slavery through multi-disciplinary collaboration.	<ul style="list-style-type: none"> Conduct regular and meaningful engagement with people with lived experience and affected community members Engage regularly with external stakeholders (such as NGOs, industry bodies, government agencies, survivor-led organisations) to share insights and learn from peers 	<ul style="list-style-type: none"> 8 lived experience engagement initiatives involving 51 people with lived experience of modern slavery 4 lived experience engagement initiatives facilitated/supported involving at least 69 people with lived experience of modern slavery
Build community capacity	Support a whole-of-community approach to addressing modern slavery by actively building community awareness and capacity to prevent, identify and respond to exploitation.	<ul style="list-style-type: none"> Monitor the effectiveness of the Work Right Hub platform by engaging with intended users and assessing user trends Monitor the reach and impact of community capacity-building initiatives by tracking the number of events held and evaluating their outcomes 	<ul style="list-style-type: none"> 11,539 active users on the Work Right Hub during the reporting period 64 participants attended 8 consultative workshops to assess user experience and define information needs 41 modern slavery awareness initiatives reaching 635 individuals through a variety of communication channels were actioned



Other information

Resources

As part of our commitment to ending modern slavery, we have developed a vast suite of resources to support people, communities and organisations to address this pressing humanitarian issue.

- [Work Right Hub](#) – information about identifying and addressing workplace exploitation
- [Australian Red Cross & SBS Modern Slavery Training Program | Australian Red Cross](#) – information about the modern slavery training program developed by Australian Red Cross and SBS.
- [Community Partner: Modern Slavery toolkit](#) – a guide for our community partners
- [Understanding and responding to modern slavery in Australia](#) – a guide for frontline workers and responders
- A suite of [modern slavery resources](#) for community members and frontline workers, developed in August 2019 with funding support from the Department of Home Affairs
- [Support for Trafficked People Program Data Snapshot: 2009 -2019](#) – a summary of program findings
- [Addressing Modern Slavery – A Guide for Australian Businesses](#) – developed in January 2020 in conjunction with students from Ducere Global Business School

Consultation with entities owned or controlled

As Australian Red Cross prepares two statements reflecting the different activities of each operation division, Australian Red Cross consulted with Australian Red Cross Lifeblood on actions to assess and address modern slavery risks, including in the preparation of each division's Modern Slavery Statements. Our established cross-functional working group includes members from both divisions. This group collaborates on the requirements of the Modern Slavery Act and coordinates the approach of both divisions to risk management and reporting. In addition to formal meetings, the Senior Manager, Modern Slavery Prevention and Response of Australian Red Cross maintained regular informal engagement with Australian Red Cross Lifeblood to support alignment and information sharing.

Supplier Incident and Response

During the reporting period, Australian Red Cross Lifeblood was notified by one of its suppliers of allegations concerning adverse impacts on workers' rights at a manufacturing

facility. The supplier acted promptly, initiating an investigation and reaffirming its commitment to upholding the principles outlined in its Supplier Code of Conduct including freedom from forced labour, fair working conditions, and the prohibition of recruitment fees. In recognition of the potential harm to workers, the supplier took steps to support remediation, including advance payments to the manufacturer to help expedite the repayment of recruitment fees to workers.

Australian Red Cross Lifeblood maintained regular communication with the supplier throughout the process and kept Australian Red Cross informed. Australian Red Cross supported Lifeblood's response, guided by the **United Nations Guiding Principles on Business and Human Rights**, with a focus on ensuring that workers' concerns were understood, addressed, and that remediation efforts were meaningful and survivor-centred. Australian Red Cross remains committed to supporting its partners in responding to such issues in a way that prioritises the dignity, safety, and wellbeing of those affected.