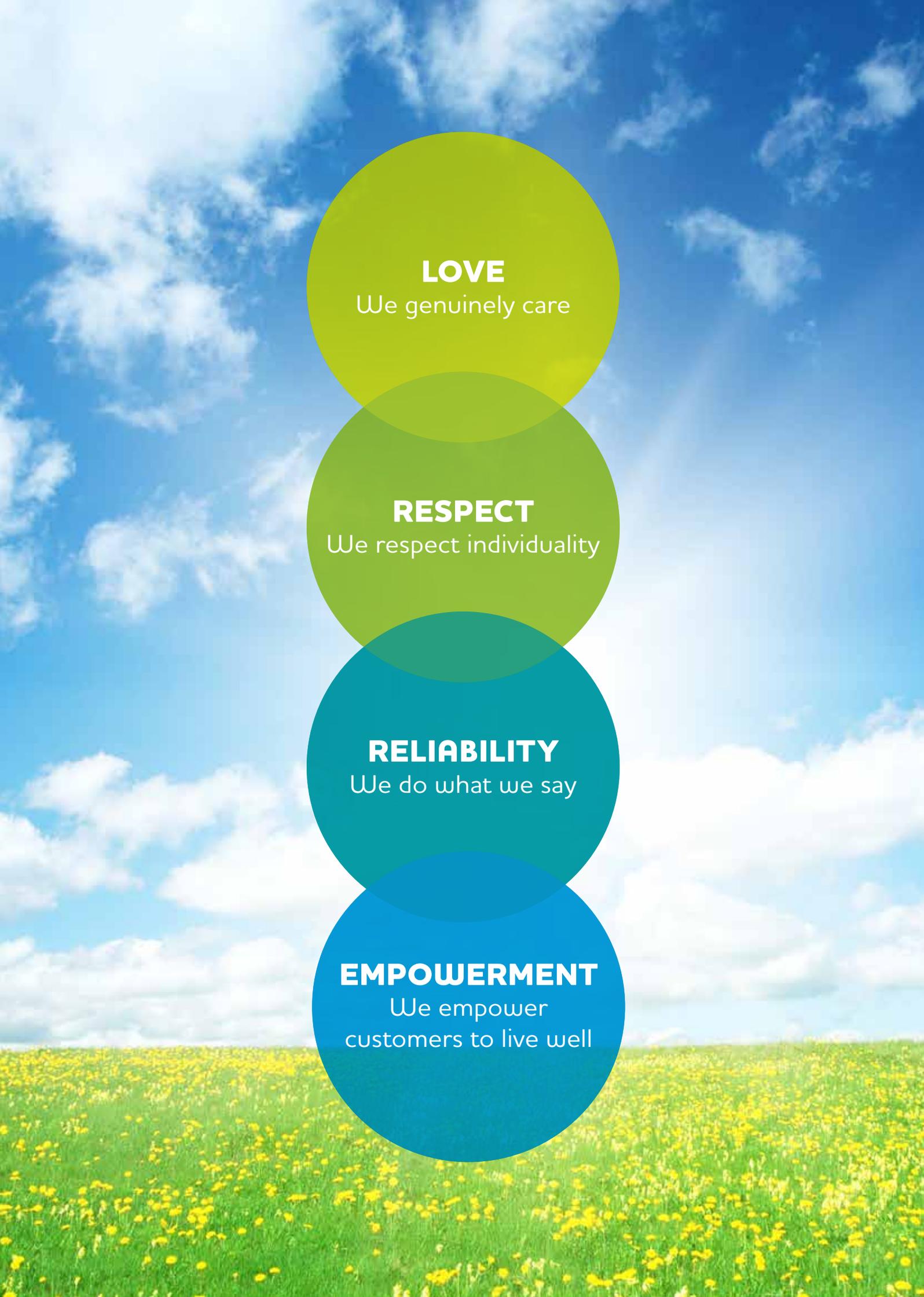




BaptistCare

Modern Slavery Statement 2020

*Because
we care*



LOVE

We genuinely care

RESPECT

We respect individuality

RELIABILITY

We do what we say

EMPOWERMENT

We empower
customers to live well

Important Information

BaptistCare NSW & ACT is a Public Company Limited by Guarantee and a Public Benevolent Institution. It is a Christian based Charity and Not-for-profit organisation registered with ASIC, the ACNC and the ATO. It does not own or control any other entities.

BaptistCare's purpose is 'Transforming Lives by Expressing the Love of Christ' and its vision is to see 'Every Individual Living Well'.

BaptistCare has extensive operations across New South Wales and the Australian Capital Territory in the following areas:

- Residential Aged Care (Residential Aged Care Homes)
- BaptistCare at home (Supporting Seniors and their Carers to Live Independently at Home)
- Housing and Retirement Living (which includes Social and Affordable Housing)
- Community Services (which includes its HopeStreet locations, Counselling and Family Services and HopeEmployment)
- Chaplaincy Services

At June 2020, BaptistCare had over



3,600 employees and 800 volunteers.

This report has been prepared in line with the requirements of the Australian Modern Slavery Act 2018 (Cth) (Modern Slavery Act). It explains the actions BaptistCare has taken to assess and address modern slavery risk exposures in its operations and supply chains during the financial year ending 30 June 2020 (FY2020).

Where this report contains forward looking statements, including statements of current intention, statements of opinion and predictions as to possible future events, these statements are not statements of fact and there can be no certainty of outcome in relation to these matters as there are factors outside of BaptistCare's control that could cause the outcomes to be materially different from the events or results expressed or implied by such statements. Statements about past performance are not necessarily indicative of future performance.



Message from our CEO and Board Chair

On behalf of the BaptistCare Board and Executive team, we are proud to present BaptistCare's first Modern Slavery Statement.

Our Purpose, 'Transforming Lives by Expressing the Love of Christ', underpins our belief that each person is unique, loved by God and worthy of respect.

Our Vision, to see 'Every Individual Living Well', demonstrates our commitment to supporting all individuals to live in a safe, secure and loving environment.

Together, our purpose and vision drive our commitment to ensuring our actions and decisions protect those who are vulnerable to modern slavery, and wherever possible, to actively work to prevent human rights abuses.

We recognise our responsibility to respect human rights and to address any adverse human rights impacts we identify in our operations or our supply chain.

We acknowledge this includes avoiding causing or contributing to adverse human rights impacts through our actions, addressing any such impacts when they occur and seeking to prevent or mitigate adverse human rights impacts directly linked to our operations, even if we have not directly contributed to those impacts.

BaptistCare embraces the opportunity to join with other Australian businesses to eradicate modern slavery from our operations and supply chains.

Through our Human Rights Position Statement, we commit to the betterment of the lives of the community we serve and all stakeholders. We also commit to promote the human rights of those in our care, to promote a culture of respect for human rights in our workforce, and to refrain from any business activities that could be complicit in human rights abuses.

During the 2020 financial year, we focused on laying the foundations for our activities in the coming years. This has included building our understanding and capabilities, establishing and improving our policies and processes, and preparing for engagement with our suppliers.

To continue on our journey, we have developed a Three-Year Roadmap to guide us and enable us to measure our progress. We will continue to look for opportunities to engage and collaborate with our suppliers, peers, peak bodies, advisors and leaders in the field, to build our capacity and strengthen our impact in advocating against modern slavery.

Any form of modern slavery is unacceptable and does not reflect the Christian beliefs upon which BaptistCare was founded. As an organisation dedicated to the care of people in vulnerable situations, we carry a weight of responsibility to protect the vulnerable, and actively pursue the eradication of modern slavery, both locally and globally.

Our Modern Slavery Statement is the first step in the journey. We look forward to a time when slavery is a notion of the past, and all people live in a safe, secure and loving environment, treated with respect, care and kindness.

This statement was approved by the board of BaptistCare NSW & ACT on 23 November 2020.



Charles Moore
Chief Executive Officer, BaptistCare



Rob Dunn
Board Chair, BaptistCare



FY2020 Highlights

Built internal awareness

- Established an internal working group
- Held education sessions with the Board and Executive

Stated our commitment to action

- Finalised a Board-approved Human Rights Position Statement

Took steps to identify risks

- Mapped our Top 100 suppliers by spend
- Mapped areas of modern slavery risk in our supply chain

Built the foundations for future action

- Developed questionnaire for existing suppliers
- Developed process for assessing supplier response to questionnaires
- Developed contract clauses
- Commenced review of existing procurement policies, procedures and systems
- Commenced development of supplier code of conduct

Engaged with others

- Joined the Aged Care Cluster at Sustainability Advantage and participated in workshops on modern slavery
- Joined conversations with Baptist Care Australia Members

About BaptistCare

Our Customers



Total Customers

17,242

We believe that true care comes with love. It is this belief that makes us who we are.



We deliver care to **8,755 Home Care clients**



We give support to **6,210 Community Services clients**



We provide care to **1,705 people in Residential Aged Care**



We provide **Retirement Living to 688 over-55s**



We provide **Community Housing to 367 tenants**

Our Services



75 BaptistCare Locations

At BaptistCare we create strong and caring communities that value personal well-being and each other.



22 HopeStreet and Counselling Locations



18 Residential Aged Care Homes



11 Community Housing Sites



10 Retirement Living Villages

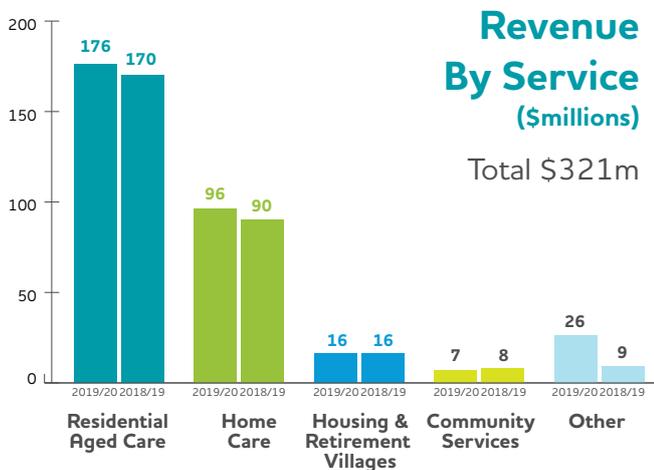


1,174 Suburbs serviced by At Home

Our 7 Focus Areas



Our Financials



Our People

We have **3,622** employees



Total Volunteers **834**

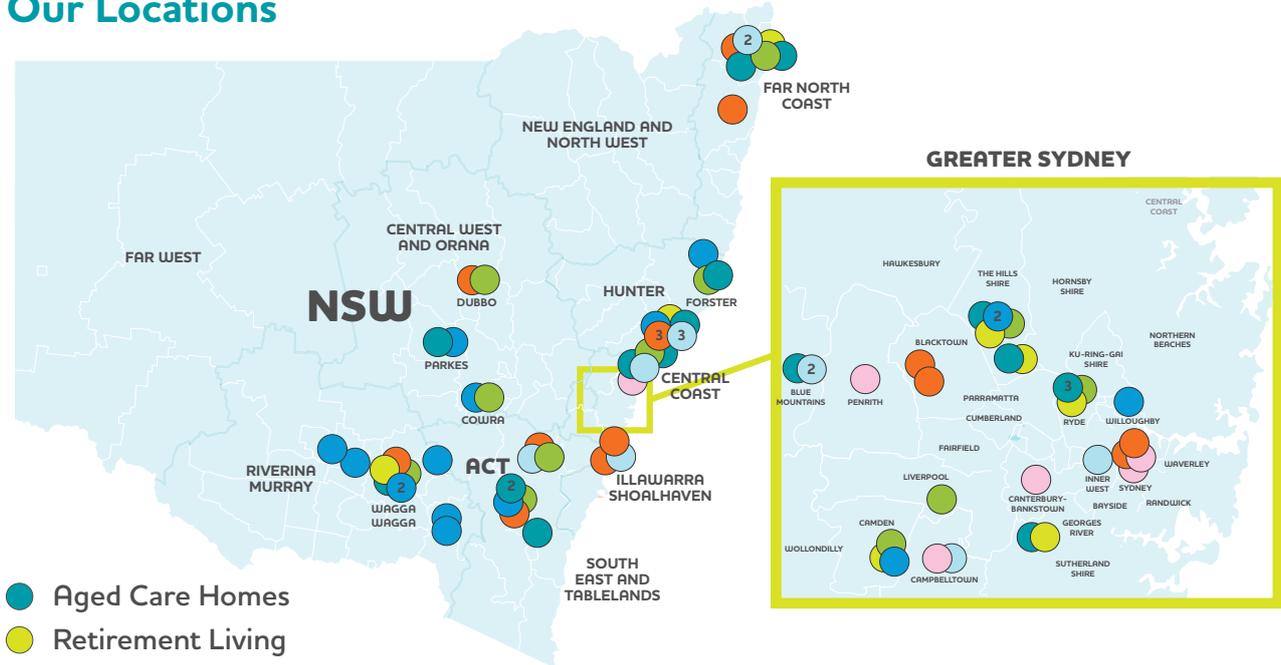
Longest serving volunteer **35 yrs**

Our oldest volunteer is turning **105 this year**

Our youngest volunteer is **16 years old**

Where we operate

Our Locations



An interactive map of our services is available at baptistcare.info/Services-Footprint-Map

Areas We Service

	Aged Care Homes	Retirement Living	Home Care	Social Clubs	Community Housing	HopeStreet	Counselling & Family Services
NSW							
Hunter	●	●	●	●	●	●	
North Coast	●	●	●		●	●	
Central Coast	●		●		●		●
Greater Sydney	●	●	●	●	●	●	●
Illawarra Shoalhaven			●		●	●	
South East and Tablelands	●		●		●	●	
Central West and Orana	●		●	●		●	
Riverina Murray	●	●	●	●		●	
ACT							
Canberra	●		●	●		●	





Our approach and commitment towards human rights and addressing modern slavery

Our approach and commitment to human rights and modern slavery is included in our Human Rights Position Statement.

We recognise that we have a critical role to play in promoting and respecting human rights, and identifying and addressing any human rights issues in our workforce and supply chain.

We commit to the betterment of the lives of the community we serve and all our stakeholders by adhering to ethical policies that respect human rights and oppose exploitation.

Our Human Rights Position Statement confirms our commitment is guided by Biblical principles and the principles of the Universal Declaration of Human Rights and other international covenants, declarations, guiding principles and goals.

It also confirms that we:

- will respect our customers, their families and friends and promote the human rights of those in our care;
- will endeavour to collaborate with others to uphold human rights across the sectors in which we operate;
- will respect the human rights of our workforce, including volunteers and contractors, promote a culture of respect for human rights and embrace diversity and inclusion;
- expect our vendors and partners to share our commitment to human rights and hold others down the supply chain to the same standard; and
- are committed to not participating in any business activities that could be complicit in human rights abuses, and expect our vendors and partners to be accountable to this same high standard.

Risk of modern slavery and human rights abuses in our operations and supply chain

We understand that our business activities could cause, contribute to or be directly linked to modern slavery practices. During FY20, we have focused on understanding modern slavery risk factors for our operations and supply chain and mapping our Top 100 suppliers to understand the areas of potential risk.

For the purpose of this Statement and in accordance with the legislation, reference to our business activities includes:



Our direct operations:

This includes the employees, volunteers and contract workers who operate our business and the conditions under which they work.

During FY20, our direct operations had the following characteristics:

- We had approximately 3,600 employees and 800 volunteers
- We spent approximately \$10m on contract and agency workers
- We recruited employees both directly and with the assistance of recruitment agencies
- We took steps to centralise our recruitment to increase our ability to hire employees directly



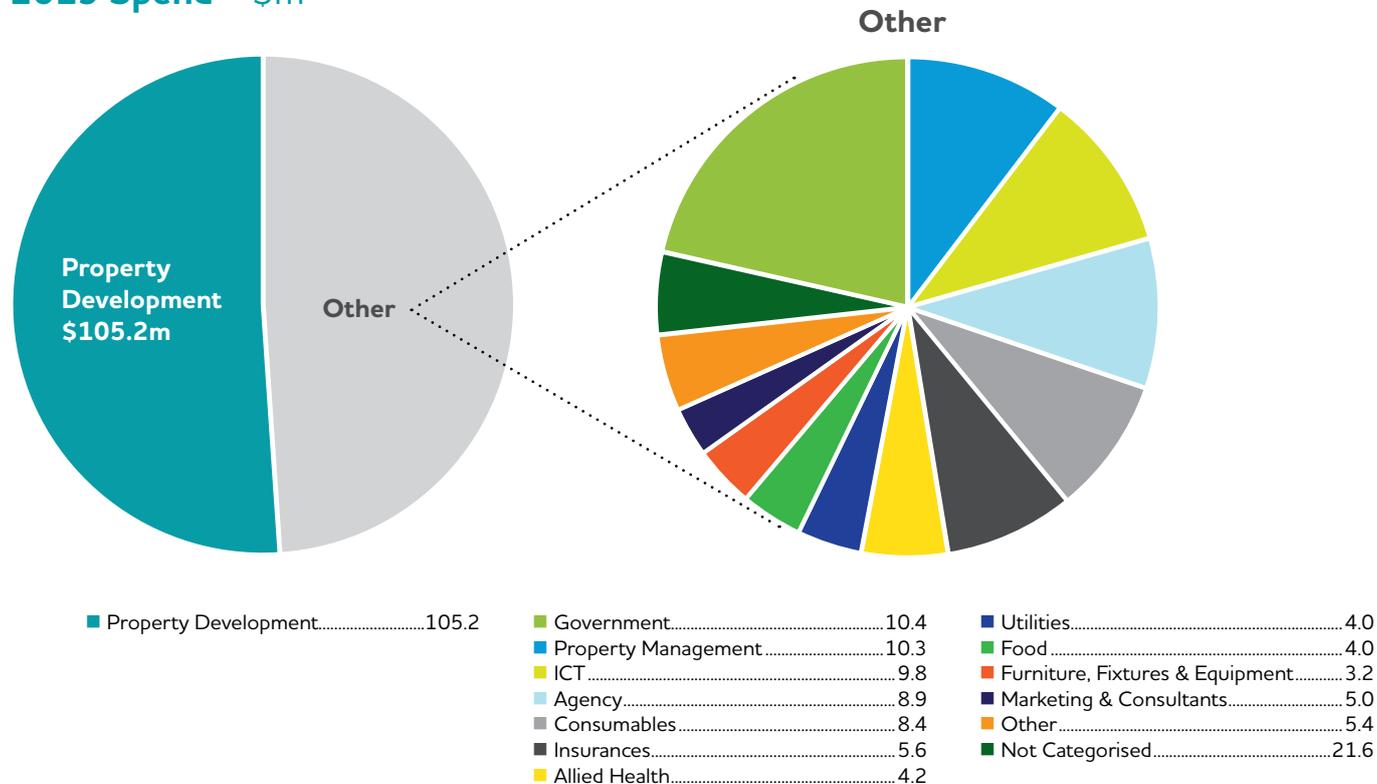
Our supply chain:

This includes a wide range of goods, services and works across a number of categories including, but not limited to:

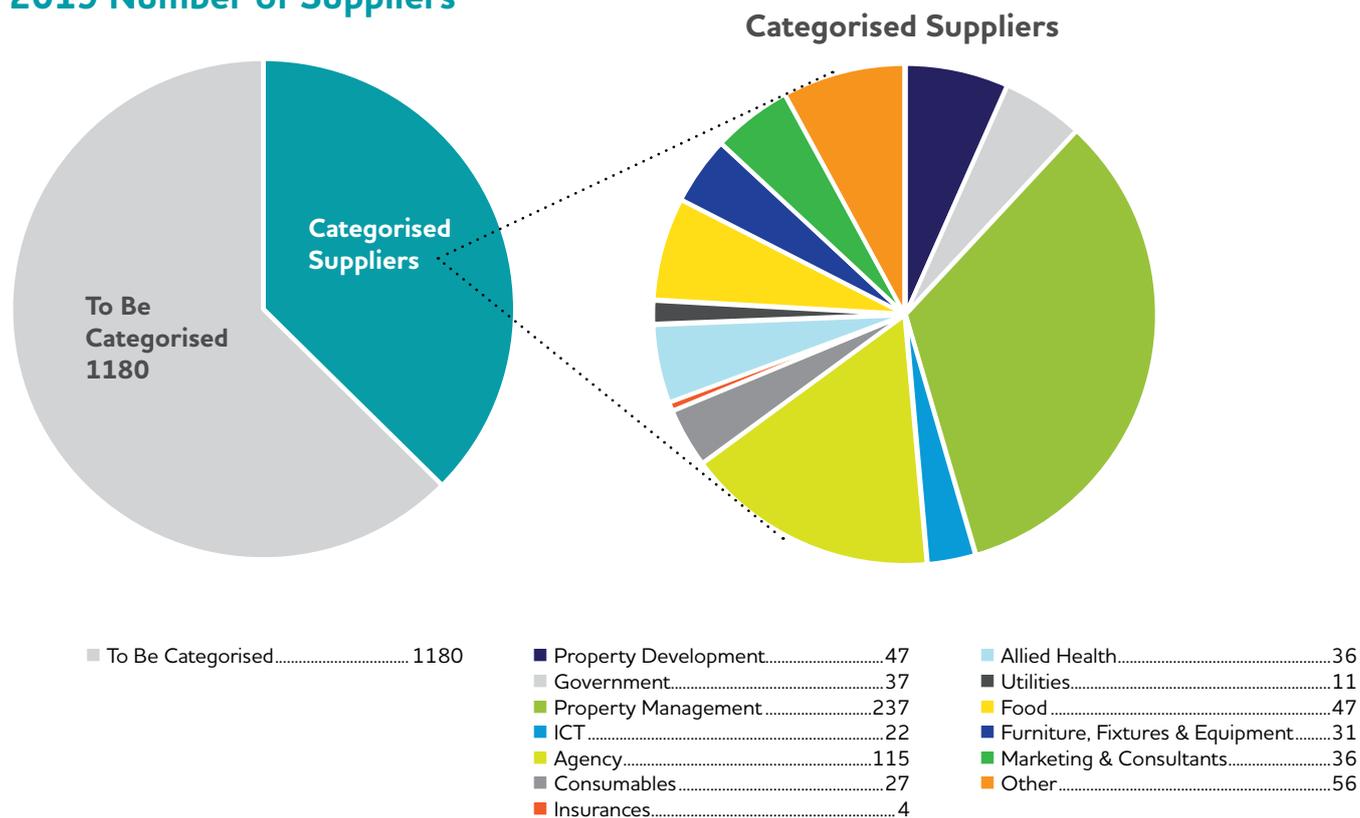
Construction, trades, Personal Protective Equipment, beds, lifters, furniture, utilities (gas, water, electricity), waste, food, laundry, cleaning, linen, crockery, motor vehicles, fuel, buses, gardening, chemicals, technology and stationery,

A breakdown of our expenditure and number of suppliers is as follows:

2019 Spend - \$m



2019 Number of Suppliers



Our research indicates that our modern slavery risks primarily arise in the following areas of our operations and supply chain.



**Agency Staff
and Labour Hire**



**Migrant
Workers**



**Cleaning,
Clothing
and Linen**



**Catering
and Food**



**Building
Materials and
Products**



**Construction
Workers**



**Medical Goods
and Surgical
Instruments**



**Health Care
Electronics and
IT Equipment**

We will be guided by this as we begin to deepen our engagement with our suppliers to address these risks.



Actions taken to Assess and Address Risks

During FY20, we focused on building the foundations to support our activities in the coming years. We used the National Health Services (UK) Framework for Ethical Procurement Practices as an aid to determining our priorities and building our Year 1 Action Plan. We took steps to build our understanding and capabilities, establish and improve our policies and processes and prepare for engagement with our suppliers.

Key actions completed in FY2020 are as follows:



Building our understanding and capabilities

We built our understanding of the Modern Slavery Act and action being taken by leading organisations in Australia and globally by:

- Participating in industry conferences, including the Department of Home Affairs Conference, to increase our knowledge and understand what we are expected to do
- Engaging with industry peers and non-government organisations, including through Sustainability Advantage, Aged Care and Community Services Australia and Baptist Care Australia, to share knowledge and begin to build sector capacity
- Mobilising our Board and Executive to demonstrate our commitment, agree on our priorities and focus on our response
- Forming an internal multi-disciplinary internal working group to set priorities and follow-through on agreed actions.



Establish and Improve Policies and Procedures

We focused on the following improvements to our policies and procedures:

- **Clear Commitment to Human Rights:** We developed and gained Board approval to our Human Rights Position Statement
- **Ethical Procurement Practices:** We commenced our review of our procurement policies, procedures and systems to support our commitment to ethical procurement practices and the elimination of modern slavery in our supply chains
- **Supplier Code of Conduct:** We commenced the development of our Supplier Code of Conduct



Prepare for engagement with our suppliers

We set the foundations for engagement with our suppliers by:

- Mapping our supply chain to understand our Top 100 suppliers and the goods/services provided to our organisation
- Reviewing modern slavery risks which apply to the sectors we operate in
- Developing a supplier questionnaire and process for assessing supplier responses to that questionnaire
- Developing contract clauses for inclusion in our procurement agreements



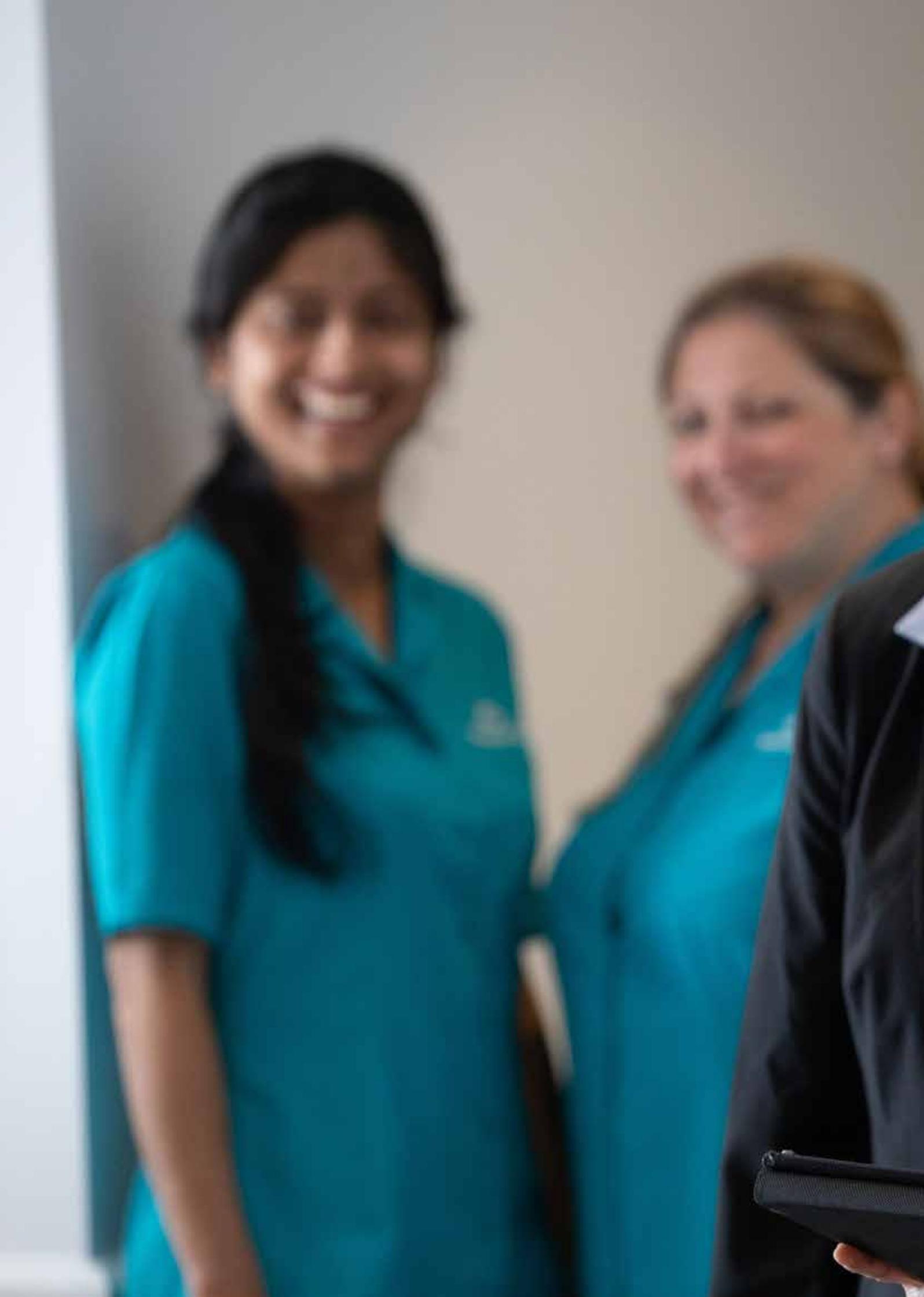
Review of the Effectiveness of our Actions and Looking Ahead

Building the foundations is fundamental to embedding our approach and commitment towards human rights and for taking action in response to modern slavery risk in our operations and supply chains.

Some of our planned activities for FY2020 have been disrupted due to the impact of COVID-19 on our operations. We intend to progress these activities in FY2021 and will report on progress in our next Modern Slavery Statement.

We have developed a 3-Year Roadmap to guide us and enable us to measure our progress. Key activities planned for the next 12 months focus on:

- Increasing our knowledge of our supply chains
- Engaging with our suppliers through the use of questionnaires and desktop reviews
- Implementing internal awareness raising and capacity building activities
- Updating our procurement policies and procedures
- Engaging with stakeholders and partners
- Reporting on progress to our Executive and our Board





 **1300 275 227**

 **ask@baptistcare.org.au**

 **baptistcare.org.au**

 **BaptistCare**
Level 2, 22 Brookhollow Avenue
PO Box 7626
Norwest NSW 2153

BaptistCare NSW & ACT ABN 90 000 049 525