

Modern Slavery Statement



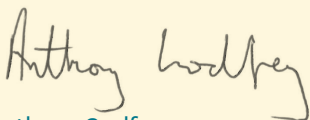
A Special Work of St Vincent de Paul Society Queensland

Welcome

Ozcare is a leading organisation in the provision of health care, residential and community aged care, retirement living and disability support. We operate across the state of Queensland, employing nearly 3800 individuals to deliver our services to those who need assistance.

Ozcare operates 16 residential aged care services, a hospital, 8 day respite centres and four retirement living services across Queensland. In addition, we provide support and health care services to thousands of people in their own homes. Each day, we typically provide care and support for over 15,000 people in Queensland. We are a not-for-profit Australian resident company limited by guarantee and are headquartered in Brisbane – our services are provided solely within Australia.

Ozcare purchases products to meet our business and service delivery needs – ranging from staff uniforms, fresh food and produce, office products, household and cleaning items, medical products and consumables, and trades and professional services. We also regularly engage construction companies in our building programs.



Anthony Godfrey
Chief Executive Officer



Guiding Principles

Ozcare was established as a special work of St Vincent de Paul Society Queensland. The Society, as a lay Catholic organisation, aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Mission

Inspired by the Vincentian spirit, Ozcare commits to supporting our clients to live their best lives through the provision of compassionate, professional and personalised, aged care, community and health services.

Values

Our values form the basis of our culture and guide everything we do. We are committed to embedding these values throughout Ozcare.

Integrity - The courage to do what is right for our clients, colleagues and our organisation.

Respect - Serving all regardless of belief, ethnic or social background, health and gender.

Empathy - Enhancing the lives of our clients through the delivery of personalised care and support.

Compassion - Welcoming and serving all with care and understanding, and without judgement.




3,815
employees


356
STAFF
CELEBRATED
SERVICE AWARD
ACHIEVEMENTS
(2020-21)

254
volunteers

16
AGED CARE
FACILITIES


2,084
BED LICENSES




53.26%
CONCESSIONAL
RATIO

7,026
CHSP Clients

HOW WE
Care.

As at 30 June 2021

236
*day respite
centre
clients*

4
*Retirement
villages*



1 
Retirement
Village Under
Construction

214 
RETIREMENT
LIVING UNITS


2,047
HOME CARE
PACKAGES


1 *Private
Hospital*

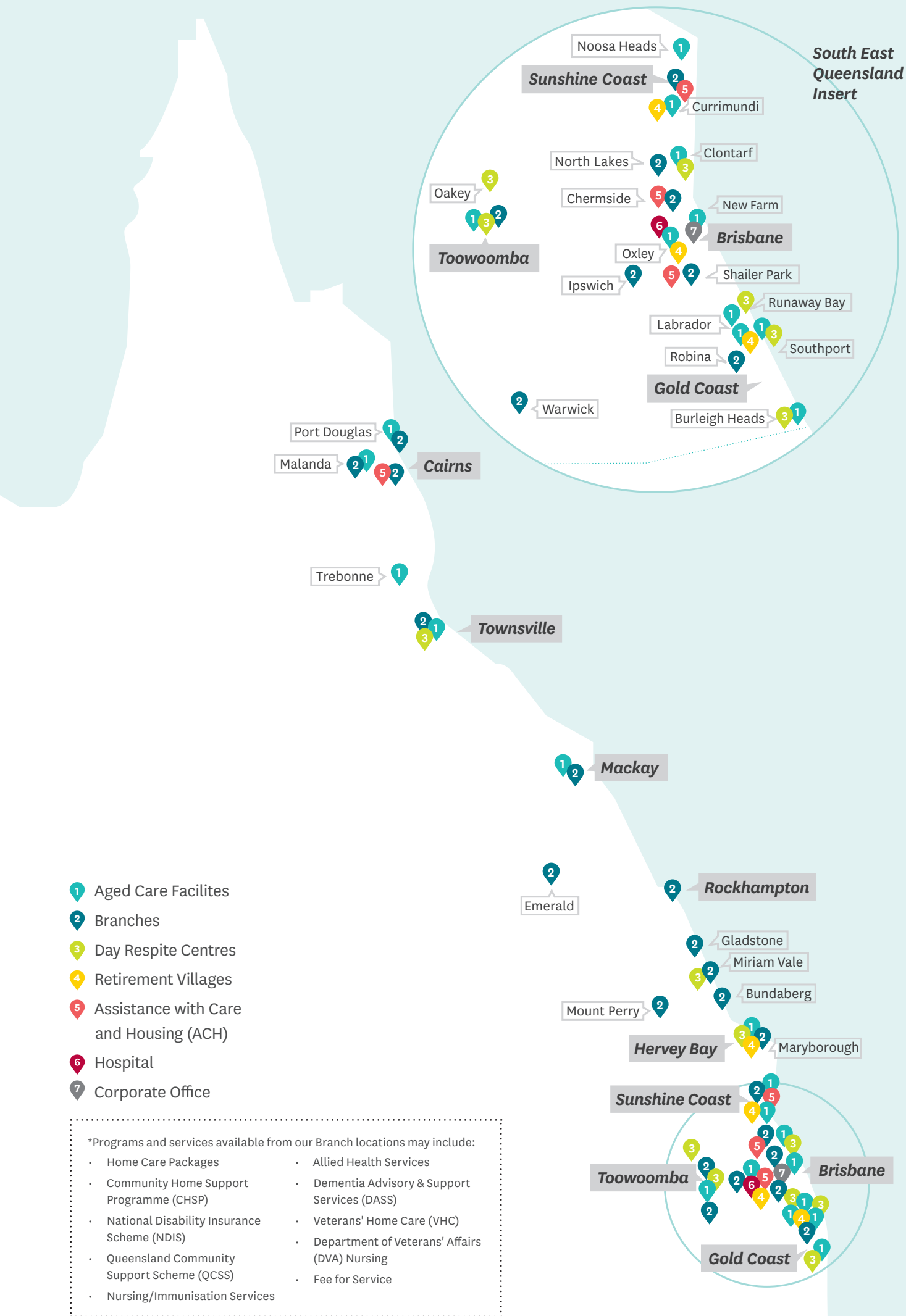

60,242
Enquiries to
1800 Ozcare
during the year



876
NDIS Clients

90 
HOSPITAL
BEDS

758
QCSS
CLIENTS



Our Modern Slavery Commitment

Slavery, servitude, forced labour, debt bondage, human trafficking and other slavery like exploitation is a world wide issue, and Ozcare recognises that Australia and companies that operate in Australia are not immune to these issues. Some specific industries, geographical regions or nations can present a higher risk of modern slavery or exploitative practices.

While companies can manage and be confident in their own business practices, an element of modern slavery risk can be present through a company's own supply chain. This statement sets out Ozcare's actions to identify and address the risks of modern slavery practices within our operations and supply chains.

Current Actions

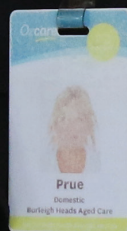
Since the introduction of the Modern Slavery Act, Ozcare has commenced a program of work to identify and address any risks of modern slavery in our operations and supply chain. This is our first Modern Slavery Statement that has culminated from that work. Ozcare is committed to conducting its business and operations responsibly, and over time refining our systems and processes to reduce the risk of modern slavery in our business and supply chain.

In 2020, Ozcare developed a Modern Slavery Policy that guides our practice in how we will manage risks to modern slavery in our supply chain. However, to be effective this policy needs to be supported and supplemented by other practices, and in Ozcare these are:





Ozcare



Our Employment Practices

Our staff are employed under our own enterprise agreement, which is periodically revised based on negotiations with employees and their representative unions. Our direct employment of our staff lowers modern slavery risks within our own organisation, so our future focus will be on organisations that we enter into supply agreements with and our external contractors.

All of our employees are free to associate with and be represented by a union. Union staff periodically attend our sites to meet with their members.

Training of Employees

Training and awareness is a key control in addressing the risk of modern slavery and human trafficking. We recognise the need to build the modern slavery risk understanding of our employees, particularly our staff in procurement roles. Key management and individuals involved in the procurement process have been provided with training in our modern slavery approach and associated business practices.

All Ozcare employees are required to be familiar with and observe organisational policy and procedures related to their role. Our modern slavery policy and procedures are accessible by all Ozcare staff. All new staff must familiarise themselves with our Code of Conduct upon commencement, which advises how to raise any concerns they might have in regards to our operations, which includes any modern slavery risks.

Reporting of Concerns

Our Modern Slavery organisational procedure includes information on who employees can go to if they are concerned about modern slavery risks in our supply chain. It also outlines who they can go to if they want any advice in regards to modern slavery risks.

Alternatively, our Whistleblower procedure provides an alternative pathway for the confidential notification of any concerns by employees and key stakeholders.

Our Supply Chain and Stakeholders

Ozcare's service provision requires us to obtain supplies of goods and services from a range of suppliers and stakeholders, from very small sole operators to large and complex organisations. Accordingly, there are varying levels of understanding and practices with some suppliers having just begun their journey, and others having the benefit of mature supply chain management processes and sophisticated modern slavery identification practices in place.

We know that modern slavery like behaviours are unlikely to thrive where core human rights are respected. Australia has an international reputation for upholding such rights – and when measured by dollar value, the vast majority of

our supplier payments are made to suppliers that are based in Australia and particularly in Queensland. Aside from valuing our ability to give our business to local suppliers in our own community, it is a good risk based decision to do so knowing that doing so reduces the possibility of modern slavery in our supply chain.

Ozcare undertakes due diligence assessment when engaging suppliers. In order to understand our modern slavery risk through our supply chain, we have written to our suppliers to gauge their levels of understanding of modern slavery – we also asked them what specific actions they may be taking to address modern slavery risks in their own supply chain. We specifically asked our suppliers to advise us of the following :

- The nature of their business, and where they operate
- Whether they would agree to comply with our Modern Slavery statement and intent
- Who are their subcontractors and how are they managing subcontractors
- What policies or practices they have to address modern slavery, human rights, ethical trading or whistleblowing
- How often they review their supply chain, and what steps they may have taken to mitigate the risk of modern slavery in their supply chain
- Whether they use seasonal or contract workers in their own workforce or supply chain
- Has there been any concerns raised in regards to modern slavery in their business or supply chain

The information obtained has allowed Ozcare to be better informed about our suppliers and take a risk based approach to our relationship considering factors such as the industry they are in and the geographical locations of their own supply chains.

Assessing the Effectiveness of our Actions

Our survey of supplier's business practices and steps taken to identify and mitigate potential modern slavery practices in their own supply chains resulted in some further discussions with a small number of suppliers due to their responses. We believe that process in itself has resulted in changing attitudes and practices amongst our suppliers in regards to modern slavery.

All of our suppliers are subject to an annual review of their performance, part of which examines their conduct and behaviour. Our supplier code of conduct establishes an expectation for our suppliers to conduct their business in a responsible manner, and also accept the possibility of an audit of their operations should Ozcare become aware of any potential modern slavery risks in their organisation or supply chain.

The level of modern slavery risk is influenced by factors such as vulnerable populations, product and service category, industry and geographic location. Accordingly, we have tailored our risk processes to ensure that we are focusing our efforts on those areas that present an elevated risk of exposure. We have assessed that of all of the products and services we procure, those within the categories of textiles, office products and fresh food present an elevated risk of modern slavery, and that is where we have focused our efforts with our suppliers.

We will continue to explore further mechanisms to assess the effectiveness of actions we undertake to address modern slavery and human trafficking risk.

Stakeholder Engagement and Consultation

Cooperation with our suppliers, our business partners and relevant government agencies to effect change is a key feature in our strategy to eradicate modern slavery. We are committed to collaborating with government and other businesses to eradicate modern slavery. We recognise the need for and support a coordinated approach to address human rights issues, including the risk of modern slavery in our collective supply chains.

The Group Manager Risk & Compliance is the organisation's executive that has been tasked with overseeing modern slavery risks within Ozcare. This role will monitor developments in this space, and has joined modern slavery working groups, including the Department of Home Affairs subscription service.

Future Actions

This is Ozcare's first Modern Slavery Statement. Ozcare is committed to conducting its business and operations responsibly, and over time refining our systems and processes to reduce the risk of modern slavery in our business and supply chain. We will continue to review and modify our modern slavery processes over time.



Call us
1800 Ozcare
(1800 692 273)
or visit
ozcare.org.au



Ozcare respects the rights and responsibilities of its staff members and its clients, including privacy rights and the respectful management of personal information.

Further information can be found on our website.

For more information, support and access to services, simply call 1800 Ozcare (1800 692 273) to speak with a helpful staff member.

www.ozcare.org.au

Ozcare's wide range of services to support Queenslanders are made possible by funding from a diverse range of programs from the Australian and Queensland Governments.

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Ozcare is a quality certified organisation and has met the requirements of the International Standards Organisation (ISO 9001:2015)

**Caring
for our
Community**