

BRIGHTWATER CARE GROUP MODERN SLAVERY STATEMENT

**Reporting Period:
2023/2024 financial year**

1 Introduction

Brightwater Care Group Limited ACN 612 921 632 of 2A Walter Road West, Inglewood WA 6052 (**Brightwater**) is subject to the *Modern Slavery Act 2018* (Cth) (**Act**).

What is modern slavery?

The term modern slavery is used to describe situations where coercion, threats or deception are used to exploit victims and undermine or deprive them of their freedom.

The Act defines modern slavery as including eight types of serious exploitation: trafficking in persons, slavery, servitude, forced marriage, forced labour, debt bondage, deceptive recruiting for labour or services; and the worst forms of child labour. The worst forms of child labour means situations where children are subjected to slavery or similar practices, or engaged in hazardous work.

Where Brightwater refers to 'modern slavery', this is intended to cover the range of slavery and slavery-like practices that fall within the Act's definition of the term.

Scope and purpose

As a reporting entity under the Act, Brightwater is required to prepare an annual Modern Slavery Statement (**Statement**) that identifies modern slavery risks in our supply chain and the actions taken to address those risks.

In addition to satisfying the reporting requirement under the Act, this Statement reflects a stance on modern slavery that is reflective of Brightwater's Mission and Values.

2 Brightwater structure, operations and supply chain

Brightwater is a public company limited by guarantee and registered under the *Corporations Act 2001* (Cth). It is not part of a larger corporate group and does not own or control other entities. Brightwater is established as a charity and its objectives are solely benevolent.

Brightwater is a leading not-for-profit provider of aged care, disability and retirement services that has been part of the Western Australian community for over 120 years.

Our Vision: *To create Brightwater communities where people connect and belong, thriving through progressive and responsive care.*

Our Mission: “Pursuing the dignity of independence”

At Brightwater, we value the potential that lives inside each and every one of us, no matter what that looks like. It's our ability to strive towards our best self every day, to keep learning and to keep growing.

Our Values: At Brightwater we are connected by one spirit

- ***Our spirit is shared when we are caring:*** We are interested, empathetic partners who empower others and ourselves.
- ***Our spirit is authentic:*** We are honest, accountable, inclusive and understanding.
- ***Our spirit shows that we are progressive:*** We list and share, we are curious and embrace new ways.
- ***Our spirit is courageous:*** We show leadership and have a go, we are decisive and speak up.
- ***Our shared spirit connects us to our Brightwater community.*** It guides us to achieve our Mission and pursue the dignity of independent. This is at the heart of everything we do.

Brightwater Care Governance:

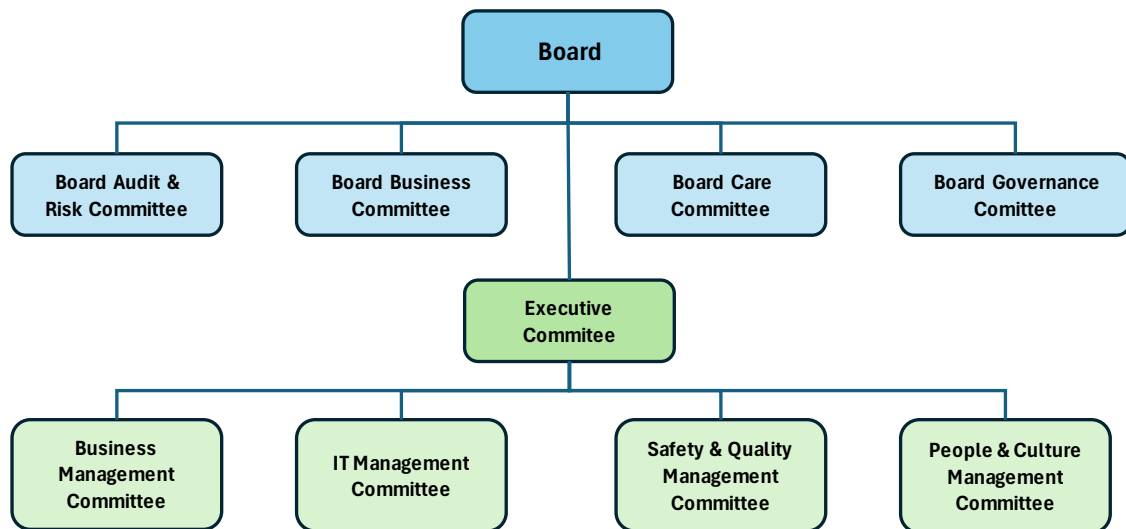
Brightwater is committed to implementing high standards of organisational governance, prioritising stakeholder participation, and driving values-based decision making to ensure Brightwater:

- achieves its purpose by delivering client focused services;
- complies with all relevant laws, standards and codes;
- meets community expectations of probity, accountability, and transparency; and
- recognises the need for culturally safe and inclusive leadership and governance.

Brightwater is governed by a Board that is the guardian of Brightwater's Vision, Mission, philosophy and values. It is responsible for the overall management and strategic direction of Brightwater and for delivering performance in accordance with Brightwater's goals and objectives.

Brightwater has established standing Board and Management Committees to assist the Board in the performance of its responsibilities.

Brightwater Governance Committee Structure



We employ approximately 2,644 staff members, supplemented by approximately 150 volunteers.

Brightwater’s activities fall into seven broad categories, all of which are directed towards Brightwater’s benevolent purpose. Our commercial services and Research Centre help us in our vision to lead in providing care services, support and development opportunities for the people we care for, with all funds redirected back into supporting our clients. All activities are conducted within Western Australia.

Those categories are:

- **Residential aged care services (including transitional care):** Brightwater operates ten resident aged care facilities (including transitional care) that provide specialist support, day-to-day care, and accommodation to over 739 clients who have complex needs;
- **Disability services:** Brightwater operates ten resident disability facilities that supports over 129 clients with acquired or progressive neurological disabilities, including brain injuries, Huntington’s disease, and early onset dementia. Services include supported independent living, therapies, behavioural and nursing support;
- **Retirement services:** Brightwater provides a close-knit retirement community consisting of 168 independent living houses to approximately 210 residents wishing to live independently for longer in their own homes;
- **At-home care services:** Brightwater assists over 2,097 clients with at-home living, enabling them to remain in the comfort and familiarity of their own home while receiving the care and support that they need to live as independently as possible;
- **Linen services:** Brightwater operates an in-house linen function and also provides an external commercial linen service;
- **Catering services:** Brightwater operates an in-house catering function for clients at its facilities and also provides an external catering commercial service; and

- **Research services:** Brightwater funds both internal and external research and collaborates with the public and internal and external partners to define a problem, to build research capacity within Brightwater, and to undertake quality research studies.

Brightwater procures a range of goods and services necessary to support the above activities.

The main goods and services we procure are:

- Agency direct care personnel who perform various roles in the delivery of care and support to our clients.
- Consumable items such as food, medical supplies, cleaning products used while providing care and support to our clients. It is acknowledged that items are manufactured both in Australia and across the world.
- Purchases to support our home services clients. These are often smaller businesses which are not directly within our central procurement control.
- Capital works and maintenance programs to maintain our buildings and surrounds to a high standard.
- Other goods and services such as furniture, fittings and equipment, office supplies, technology equipment and services, and vehicles.

Brightwater has continued to increase its focus in sustainable procurement and has included Modern Slavery clauses into all contractual arrangements with third parties. Brightwater's Procurement Framework and governance procedures are evolving to recognise and remove suppliers where there is evidence of modern slavery.

Brightwater works with a network of suppliers, subcontractors and agents, the majority of whom are located in Australia. As a result, a high percentage of our direct spend is within Australia and we understand some of these companies may procure goods and services from suppliers located overseas.

Brightwater's Procurement Team continues to develop its procurement capability by engaging directly with key suppliers with collaborative procurement and tendering activities. This has further enhanced our partnerships with our preferred suppliers.

3 Risks of modern slavery practices in our operations and supply chain

There has been no significant change to the risks identified through Brightwater's last Modern Slavery Statement.

Brightwater does not consider that there is a significant risk of Brightwater directly causing, contributing to or being linked to modern slavery practices.

Individuals who make up Brightwater's workforce are engaged by us in accordance with our documented recruitment and human resources policies. These are Australian citizens, permanent residents or working on visas. Where we use 3rd party agency staff to supplement our workforce from time to time, agreements are now in place with

preferred reputable staffing agencies that are registered Australian businesses and are also subject to the same government and regulatory oversight when employing workers. All third party staffing agencies engaged have agreed to terms including Modern Slavery provisions.

Brightwater does not knowingly procure any goods or services that could be connected with modern slavery practices, though we acknowledge there can be limitations in our practical ability to scrutinise the supply chains of parties who supply goods or services to us. Brightwater continues to investigate whether it could be linked to modern slavery practices through the activities of its suppliers.

Upon further review, the greatest modern slavery risks associated with our business are still likely to arise in the following area:

Purchases from overseas, including:

- medical and healthcare equipment manufactured overseas;
- technology (equipment and services);
- bespoke purchasing for at home clients;
- commercial and catering consumables; and
- linen (supply of materials including sheets and towels).

4 Actions to assess and address risks (including due diligence and remediation processes)

Brightwater is committed to good corporate governance, transparency and accountability. We are committed to operating our business lawfully, ethically and with honesty and integrity.

Our Mission and our Values underpin everything that we do.

Brightwater will:

- not engage in modern slavery;
- not condone the presence of modern slavery in Brightwater's supply chain;
- take such reasonable steps as may be available (including exerting commercial influence and using alternate supply/distribution channels) to avoid the presence of modern slavery in Brightwater's supply chain; and
- exercise due diligence to maximise compliance with its Modern Slavery Policy, and generally avoid contributing to the global issue of modern slavery.

At an individual level, it is the responsibility of each director, officer, employee, agency worker, contractor and other party acting or purporting to act for or on behalf of Brightwater to know and follow the ethical, legal, and policy requirements that apply to their roles. Our policy position on modern slavery must therefore be followed to the extent relevant to a person's role at Brightwater.

Brightwater has continued to develop its approach assessing and addressing modern

slavery. During the reporting period, this has included the following:

- **Modern Slavery Working Group:** This group coordinates Brightwater's modern slavery response on an as required basis to ensure compliance to the Act.
- **Standard contracts:** Standard supplier agreements have continued to be rolled out during the reporting period, which reflect Brightwater's stance on modern slavery, and sets our expectations with suppliers.
- **Modern Slavery Supporting Statements:** Brightwater focuses on key suppliers using a risk-based management approach. Suppliers identified as critical to Brightwater's operations are required to comply with Modern Slavery laws and are required to support our commitment and take reasonable steps to minimise modern slavery risk in their supply chains.
- **Code of Conduct:** A revised Code of Conduct has been finalised with all employees required to undertake the Code of Conduct training module on commencement of employment and agree to the Code. A further rollout to new suppliers will commence during the next reporting period.
- **Whistleblower Policy:** An updated Whistleblower Policy has been developed that encourages and facilitates the reporting of misconduct, dishonesty and/or improper illegal conduct. The policy is designed to foster good corporate governance, risk management, and aims to promote a culture of integrity, ethical conduct and corporate compliance, whilst protecting persons from disadvantage who reasonably suspect and report wrongdoing.
- **Integrity Governance Framework:** A new Integrity Governance Framework has been developed to facilitate a culture of integrity and compliance, and to promote reporting of potential breaches of the Code of Conduct. It also ensures there is a clear and consistent approach to integrity, fraud and corruption risk prevention and the management of misconduct related issues.
- **Supplier Due Diligence:** A review of existing suppliers has been undertaken reflecting Brightwater's enhanced risk-based approach. This was based upon the approximate annual spend with the supplier, the industry in which the supplier operates and the geographical location of the supplier.
- **Tender process:** An updated Procurement Policy has been drafted and is now expected to be rolled out during the next reporting period. This will better assess potential suppliers against compliance with the Act and modern slavery risks.
- **Preferred Staffing Agencies:** Brightwater engages with its panel of preferred agencies for the provision of care workers, hospitality, nursing and disability support workers. A review of agency staff has commenced with initial spot checks on agency staff qualifications, clearances and entitlements being conducted. This will continue into the next reporting period.
- **Brightwater Supplier Portal:** A portal has been created on Brightwater's website that enables new suppliers to register their interest in becoming a Brightwater supplier. Brightwater's website also provides information as to our expectations on, modern slavery, conflict of interest, ethics, and privacy.

- **Guidance materials:** General information on modern slavery and Brightwater's policy position is being provided to relevant new and existing staff in key risk areas.
- **Other Policies, Procedures, and protocols:** Brightwater continues to review how we do business, to the extent appropriate to address identified risks. During the reporting period, this has included a review of Brightwater's Code of Conduct and Whistleblower Policy, as highlighted above, and developed a draft Tender and Contract Award Procedure and Supplier Onboarding Procedure.

When purchasing, we require our suppliers to comply with all applicable laws - which includes modern slavery laws, employment laws and workplace laws. We endeavour to work only with suppliers who are aligned to our Values. Further, where we identify that a particular purchase comes with heightened risk, we will request additional information and undertake additional risk assessment.

Remediation may take many forms. We have a designated point of contact for modern slavery complaints and concerns.

Brightwater encourages those raising concerns about modern slavery within the Brightwater supply chain to raise them directly with Brightwater in the first instance, so that we have an opportunity to remedy the situation. There are many ways for staff, our clients and the public to contact us. We also have an updated Whistleblower Policy that can help encourage reporting.

Where problems are identified and cannot be remediated, we will be prepared to terminate supply contracts and/or switch to alternate suppliers.

Moving forwards, the main focus for the next reporting period will include:

Review of Procure to Pay process: An internal audit will be undertaken to review the process of how Brightwater engages with 3rd party suppliers, and due diligence activities undertaken.

Operationalise Procurement Policy: Embedding the Tender and Contract Award Procedure and Supplier Onboarding Procedure that underpins the updated Procurement Policy.

Annual Modern Slavery Act Questionnaire: An annual process of issuing a Modern Slavery Act Questionnaire will be established for suppliers deemed in high-risk fields to complete and attest compliance to the Act.

Staffing Agency Review: Regular reviews will be scheduled on Brightwater's staffing agencies. This will include, amongst other items, reviewing staff qualifications, criminal checks, and employment conditions and entitlements.

Integrity Advisory Group: This group will be established with the purpose to:

- Monitor and provide advice about Integrity Risks and treatments;
- contribute to the ongoing development and strengthening of Brightwater's Integrity, Fraud and Corruption prevention strategies; and
- contributes to the implementation, evaluation and review of the Integrity

Governance Framework.

5 Assessing the effectiveness of our actions

Brightwater assesses the effectiveness of our actions using qualitative and quantitative methods. On an ongoing basis, Brightwater:

- Reviews and monitors existing and emerging modern slavery risks;
- implements and monitors the inclusion of modern slavery clauses in the agreements it enters into with suppliers;
- communicates with suppliers about issues of modern slavery, including through monitoring responses to Brightwater's modern slavery questionnaires;
- monitors the number of modern slavery complaints or concerns it receives and conducts risk assessments and commences remedial action where suspected modern slavery instances are identified; and
- maintains a modern slavery Working Group which:
 - coordinates Brightwater's modern slavery actions;
 - conducts ongoing risk analysis of Brightwater's supply chain;
 - prepares Brightwater's annual Modern Slavery Statement;
 - monitors and reviews the content and completion of Brightwater's guidance materials and training on modern slavery; and
 - develops additional procedures and protocols in furtherance of Brightwater's modern slavery commitments.

Brightwater continues to recognise the importance of managing and mitigating risks of modern slavery in its operations and supply chain. Increasing the awareness of our staff and suppliers ensures that Modern Slavery remains part of their decision-making process.

Brightwater is committed to continuing to develop and refine its procedures and protocols to ensure it can more effectively review the effectiveness of the actions it is taking to address issues of modern slavery that may be connected to Brightwater.

6 Approval

This statement was approved by the Board of Brightwater Care Group Limited on 18 December 2024.



Joanne Farrell
Chair of Brightwater Care Group Limited
18 December 2024