



# Modern Slavery Statement 2021–2022



As an independent Christian charity,  
HammondCare champions life.

**Disclosure Note**

This statement has been made on behalf of HammondCare. This Statement covers all entities owned or controlled by HammondCare.

This statement is approved by HammondCare's Board of Directors.



Kok Kong Chan  
HammondCare Chair

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## About us

HammondCare is a global leader in health and aged care, specialising in complex dementia and palliative care.

### Our Mission

Our passion is improving quality of life for people in need.

HammondCare stands for compassion and we are strongly and intrinsically Christian. The work of HammondCare is motivated by Christian principles and values expressed in the words and deeds of Jesus Christ. HammondCare believes in the value of all people as made in the image of God and as loved by God. We are therefore called to show the same love, with compassionate and respect, for people in need.

### Serving others

We serve people with complex health or aged care needs, regardless of their circumstances.

### From our CEO

Every single life at every stage is precious. For HammondCare, that's not just reflected in the direct care we provide, but in our corporate responsibility to act justly in society.

That's why HammondCare rejects slavery in all its forms and is committed to ensuring our business decisions, operations and policies identify and manage modern slavery risks in accordance with the Australian Government's Modern Slavery Act (the Act).

This includes not only seeking to protect the people who work for us, but those connected through the services and labour that we contract and the suppliers we use.

While we've already put place in many actions addressing modern slavery risk, the impact of COVID-19 in the past two years has meant the supply chain for procurement of goods and services was identified as an increased risk.

HammondCare procurement policies and processes have been enhanced to include a review of vendor protocols and processes relating to the prevention of modern slavery including enhanced due diligence, review systems, training of staff and feedback mechanisms.

We know we must continue to be vigilant in opposing modern slavery, and also recognise that its eradication will not occur overnight – it's a challenging and evolving issue.

So we're committed to continuous improvement in our understanding and management of supply chain and operational risks related to Modern Slavery.

And in this Modern Slavery Statement 2021-2022, we recommit to work internally and externally to further strengthen our approach and response, in alignment with our Mission to improve quality of life for people in need.

Mike Baird  
CEO

# Reporting Criteria 1 & 2: About HammondCare

## Organisational structure

### Company structure and related entities:

HammondCare (**ABN 48 000 026 219**) is a public company limited by guarantee and registered with the Australian Charities and Not For Profits Commission (ACNC).

HammondCare is the sole shareholder of HammondCare Health and Hospitals (**ABN: 72 074 354 028**) which is a public company limited by shares and registered with the ACNC.

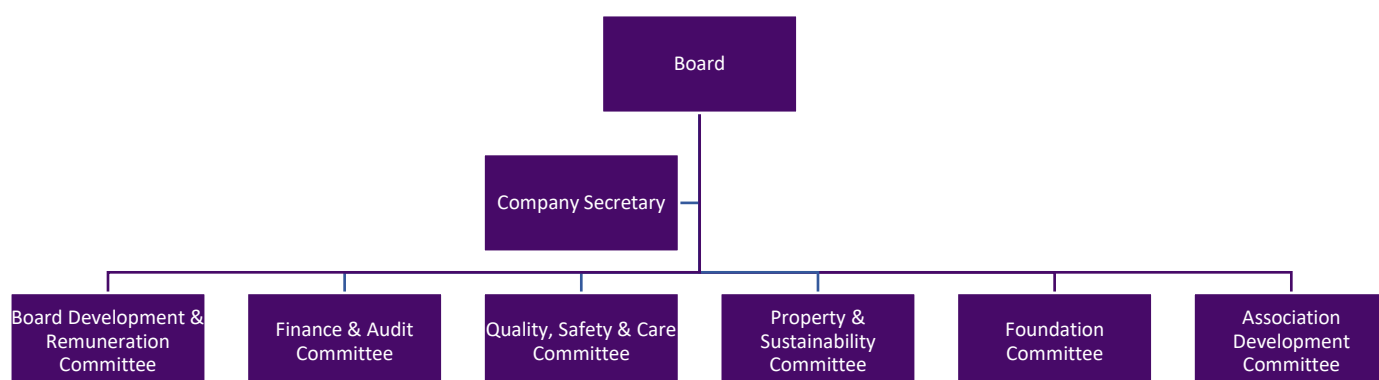
HammondCare also operates in the United Kingdom providing consultancy and dementia support services.

### Our Governance Framework

Effective corporate governance is critical to our longer-term success.

HammondCare's governance arrangements are set out in the Company Constitution and all Directors, Executive and staff members are required to meet the standards of conduct and behaviour as provided for in the Mission in Action.

The Board's roles and responsibilities are set out in the Board Charter and the Board Governance Handbook. Certain responsibilities are delegated to the Executive Team. The Board is assisted by Board sub-committees, which include members of the Board and Executive Team, set out below:



## Service Operations

### HammondCare at Home

We offer home care across NSW, ACT, Victoria and Queensland. We provide services so that older people and people living with dementia can continue to enjoy life and remain in their own home supported by a consistent team of trained carers.

### Residential Care

HammondCare's 21 residential care homes are located at 12 locations across NSW and Victoria. Our approach in these homes is to offer a sense of belonging and feeling at home, with a commitment to dementia-specific care.

## The Dementia Centre

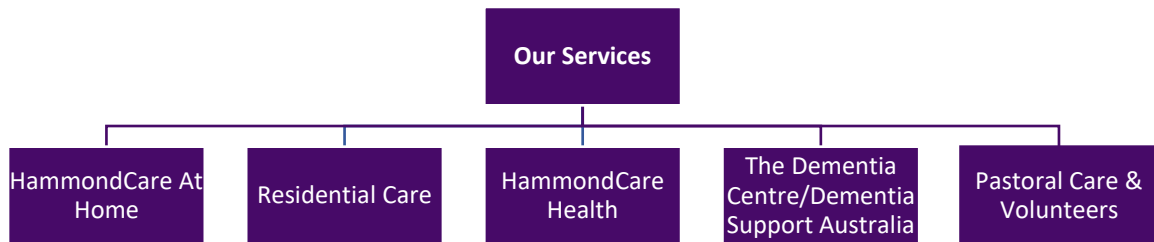
The Dementia Centre was founded by HammondCare in 1995 as an impartial resource and provider of research and expertise to the aged and dementia care community - in Australia and internationally.

## Palliative Care

HammondCare's health services provide palliative and supportive care, rehabilitation, mental health care for older people, pain management and other vital support services.

## Pastoral Care

Providing understanding, care and support in times of need, Pastoral Care is an integrated and core part of our services at HammondCare.



## Service Locations

### Residential Care

Cardiff **NSW**  
 Erina **NSW**  
 Horsley **NSW**  
 Scone **NSW**  
 Sydney **NSW**  
 Darlinghurst  
 Hammondville  
 Miranda  
 North Turramurra  
 Wahroonga  
 Waratah **NSW**  
 Way Way **NSW**  
 Melbourne **VIC**  
 Caulfield

### HammondCare At Home

Canberra **ACT**  
 Bathurst **NSW**  
 Broken Hill **NSW**  
 Cardiff **NSW**  
 Coffs Harbour **NSW**  
 Dubbo **NSW**  
 Erina **NSW**  
 Gosford **NSW**  
 Kyogle **NSW**  
 Merimbula **NSW**  
 Narara **NSW**  
 North Gosford **NSW**  
 Nowra **NSW**  
 Picton **NSW**  
 Port Macquarie **NSW**  
 Scone **NSW**  
 Sydney **NSW**  
 Berowra  
 Caringbah  
 Concord  
 Cramer  
 Greenwich  
 Hammondville  
 Manly  
 Miranda  
 Mona Vale  
 North Turramurra  
 St Leonards  
 St Marys  
 Wahroonga  
 Tweed Heads **NSW**  
 Wentworth Falls **NSW**  
 Brisbane **QLD**  
 Carindale  
 Chermide  
 North Lakes  
 Melbourne **VIC**  
 Yarraville

### HammondCare Health

Sydney **NSW**  
 Greenwich  
 Mona Vale  
 Prairiewood  
 Wairoonga  
 PEACH Program  
 South West Sydney  
 Centre for Positive Ageing  
 Hammondville

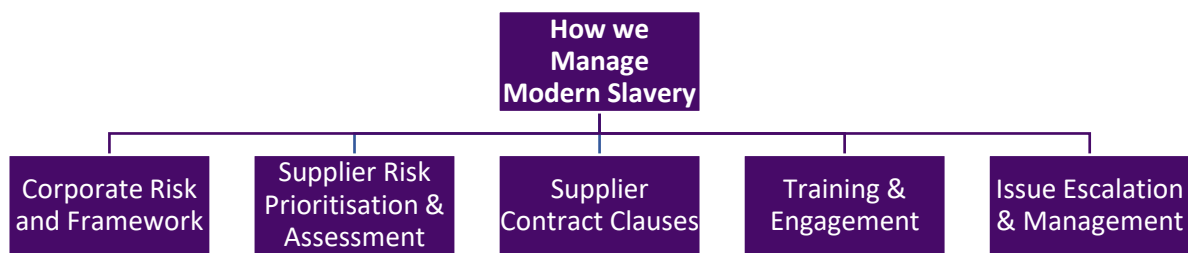
### The Dementia Centre

Canberra **ACT**  
 Bathurst **NSW**  
 Cardiff **NSW**  
 Coffs Harbour **NSW**  
 Dubbo **NSW**  
 Horsley **NSW**  
 Nowra **NSW**  
 Port Macquarie **NSW**  
 Sydney **NSW**  
 Greenwich  
 Hammondville  
 St Leonards  
 St Marys  
 Tamworth **NSW**  
 Alice Springs **NT**  
 Darwin **NT**  
 Brisbane **QLD**  
 Chermide  
 Brookwater **QLD**  
 Cairns **QLD**  
 Gold Coast **QLD**  
 Sunshine Coast **QLD**  
 Townsville **QLD**  
 Adelaide **SA**  
 Daw Park  
 Hobart **TAS**  
 Launceston **TAS**  
 Ballarat **VIC**  
 Bendigo **VIC**  
 Drouin **VIC**  
 Geelong **VIC**  
 Melbourne **VIC**  
 Malvern  
 Yarraville  
 Wodonga **VIC**  
 Perth **WA**  
 Osborne Park

### Research

Sydney **NSW**  
 Greenwich  
 Hammondville  
 St Leonards  
 Melbourne **VIC**  
 Malvern  
 Perth **WA**  
 Osborne Park





## Supply Chain

HammondCare has many suppliers and procures goods and services across several different categories. The main procurement categories are:

- Construction Services (building, major repairs, upgrades)
- Facilities Management (cleaning, security, plant and equipment maintenance, inspections)
- Medical Consumables (PPE, medical devices and supplies)
- Health Services (optometry, physiotherapy, mental health)
- ICT Hardware and Software (PCs and laptops, network services and software)
- Food and Catering Products (groceries, meat, dairy products, fruit and vegetables)
- Utilities (electricity, gas, water, telecoms)

## Reporting Criteria 3: Modern Slavery Risks in Operations and Supply Chain

### Operational risks

#### Our people

HammondCare has over 4,500 dedicated staff, along with volunteers, working across 92 service locations caring for more than 30,000 people across Australia. The risk of modern slavery in the workforce directly employed by HammondCare is low - the labour market in Australia is heavily regulated, with tight regulation of the aged care and health industries.

### Supply chain risks

#### Building and Construction

Building and Construction remains one of the highest potential risks of modern slavery for HammondCare. We continue to ensure that both smaller and larger construction companies provide Statutory Declarations that sub-contractors have been paid correctly and our contract management system has the option to add the organisations Modern Slavery statement.

In 2021/2022 saw the continuation of capital works projects and the first stages of our first build in Adelaide. These works are:

- Finalisation of the construction of additional dementia-specific cottages at Horsley, New South Wales
- Near completion of six new apartments at Miranda, New South Wales.
- Progress on 2 new Residential Aged Care apartments, and additional Independent Living Units in Scone, New South Wales.
- The beginnings of works for a 6 cottage Residential Aged Care service in Adelaide, the first for HammondCare in this state.



### COVID-19 Impact

The COVID-19 pandemic presented a unique problem with significant amounts of Personal Protective Equipment (PPE) required in a very short amount of time, particularly in the health and aged care industry in which we operate. At the beginning of the Pandemic we were required to source outside of our regular suppliers, and due to the urgency we were not able to undertake our normal investigation processes for modern slavery risks. We have now reverted back to our regular suppliers with the backup of NSW Health and the Commonwealth national stockpile should we have any further need for urgent supply.

## Reporting Criteria 4: Actions to Assess and Address Risk

The following actions were successfully undertaken in 2021/2022; to assess and address risk as understood under the Modern Slavery Act:

- **Enhanced systems:** the continued use of Coupa, a purchasing and management system, enables more efficient review of suppliers and enables HammondCare to target consultation with higher risk connections.
- **Targeted training:** Targeted training at all levels of management including the HammondCare Board of Directors, was undertaken through various learning modules on Modern Slavery. So far these modules have been completed by 85% of the staff in identified roles.
- **Strengthened feedback mechanisms:** Ongoing management of our feedback and complaints mechanisms ensure the avenues for confidential feedback and escalation of issues remains. In FY 2021/2022 HammondCare engaged a third party to assist in the management of Whistleblower Disclosures to ensure that anonymity is maintained. This will be implemented in FY 2022/2023.
- **Supplier engagement:** our biggest suppliers have been identified and their Modern Slavery commitments have been reviewed as part of our ongoing engagement with target supplier groups through improved data from our procurement system Coupa.

We will continue our commitment to address modern slavery issues in 2022/2023 by ensuring we have processes and plans in place to respond to any adverse human rights impacts should any modern slavery issues be identified.

## Reporting Criteria 5: Effectiveness Assessment

The Head of Risk and Regulation continues to review HammondCare's committed actions to reducing the risk of Modern Slavery in our supply chains and educating the business on these risks. The actions for the year ahead will be periodically reviewed and updates requested from the relevant business areas. Our risk assessment procedure requires an annual review of all risks and controls, including Modern Slavery risks identified in our operations and supply chain.

## Reporting Criteria 6: Process of consultation with entities owned or controlled

HammondCare Health and Hospitals is managed and governed by the same Executive Team and Board as HammondCare and has thus been fully included in the process of consultation.