

# Modern Slavery Statement

## 1 January 2024 – 31 December 2024

### 1. Introduction

Life Without Barriers (LWB) is dedicated to improving people's lives for the better and will in no way condone, support or contribute, either directly or indirectly, to Modern Slavery.

With the introduction of the Modern Slavery Act 2018 (Cth), LWB is committed to assist with the eradication of Modern Slavery by implementing this policy and managing the risk with suppliers so as not to engage in Modern Slavery.

Modern Slavery is defined in the Modern Slavery Act 2018 (Cth) as conduct which would constitute:

- a. an offence under Division 270 or 271 of the Criminal Code; or
- b. an offence under either of those Divisions if the conduct took place in Australia; or
- c. trafficking in persons, as defined in Article 3 of the Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime, done at New York on 15 November 2000 ([2005] ATS 27); or
- d. the worst forms of child labour, as defined in Article 3 of the ILO Convention (No. 182) concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour, done at Geneva on 17 June 1999 ([2007] ATS 38).

Examples of Modern Slavery include forms of slavery such as servitude, trafficking in persons, forced labour, debt bondage, forced marriages, sale of and/or sexual exploitation of children or sale of children for forced labour exploitation, where victims are forced to work out of fear of violence and/or intimidation.

### 2. About Life Without Barriers

**Life Without Barriers is a not-for-profit organisation with clear social purpose. We are trusted to provide services to more than 21,000 people nationally.**

We are an organisation that partners with people to change lives for the better. It is this purpose which is at the forefront of everything we do. It is reflected in our values, portrayed by our vision, and intertwined within our culture.

We were established close to three decades ago by a determined group of community members with a clear vision – to partner with people to improve lives for the better. Our foundational purpose carries us forward today as one of the largest national providers of social services in Australia.

We bring respect and sensitivity to cultural, linguistic and religious diversity through our Reconciliation Action Plan and Cultural Respect Framework. These foundations shape our unique approach to care and underpin the values of Life Without Barriers.

Our focus is with people who may, through barriers posed by society and social systems, experience challenges to inclusion and participating in society. The communities in which we offer services, are the same communities in which our staff live and belong to.

We recognise our experience as members of communities and as a quality service provider offering services for many people who may face barriers now or in the future including:

- Children, young people and their families who are in the child protection system
- People with a disability
- Older Australians in need of in-home support
- People experiencing mental health issues
- People seeking refugee status and asylum in Australia
- People who have experienced forced marriage.

We particularly acknowledge the over-representation of Aboriginal and Torres Strait Islander people who, as our country's first peoples, are continuing to face systemic barriers. To address this, we focus on working in partnership with Aboriginal led organisations, community, Elders and emerging leaders to constantly review our own practices and provide culturally respectful support that contributes to equality, reconciliation and healing.

In 2024, LWB expanded its service offerings to support people who have experienced forced marriage, a form of modern slavery. LWB is proactively working within our communities to support the safety and wellbeing of victims of forced marriage through connecting them to financial, legal, and health support services, and empowering them to establish independence through pathways to education and employment.

## **Our Values**

Life Without Barriers is committed to the following values as the foundation of all it does:

**We are Responsive** - We are thoughtful and responsive because we believe we can be considered in our thinking while adapting at speed. We listen and respond to people's expectations and choices – getting things done swiftly and thoroughly, every time.

**We Are Imaginative** - Imagination gives us eternal optimism and creativity to be unrestrained in how we seek to partner and solve problems.

**We Are Courageous** - Our courage is forged through optimistic determination. It is our way of being bold and generous in all our relationships and endeavours. Courage is our excitement and our perseverance as we steer steadfastly towards our purpose.

**We Are Respectful** - We value every person we partner with and honour one-to-one connections. Respect is our human currency; it means we behave authentically and with integrity.

**We Build Relationships** - Relationships are everything. They are how we connect, form trust and understand what people expect and are seeking from us. Relationships are what we bring to every intention, every action and every partnership.

## Our Executive

**Claire Robbs** Chief Executive

**Michael Robinson** Deputy Chief Executive – Emerging Business

**Carly Jacobitz** Deputy Chief Executive - Child, Youth & Family

**Leanne Johnson** Deputy Chief Executive – Disability & Mental Health

**Paula Head** Chief Strategy & Governance Officer

**Mary McKinnon** Chief Risk & Assurance Officer

**Mark Leigh** Chief Operating Officer

**Jeevani Korathota** General Counsel

**Servena McIntyre** Chief Transformation Officer

**Emma Bennison** Chief Innovation Officer

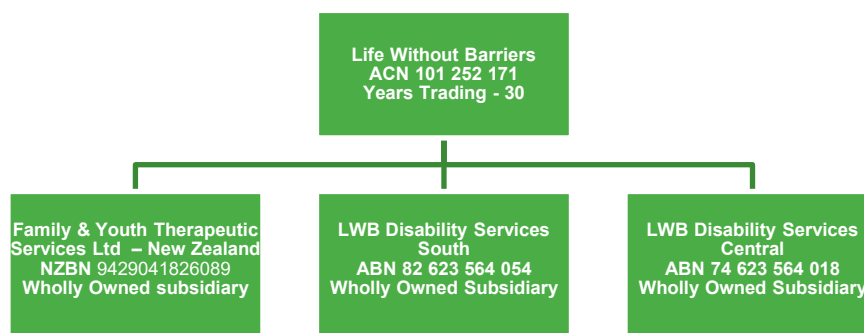
**Brad Swan**, Executive Director of Strategy and Engagement

## Structure

LWB (ABN: 17 101 252 171) is a not-for-profit organisation, limited by guarantee, and registered with the ACNC, with approximately 8,000 employees. It is part of a wider Group, whereby LWB is the parent company, with several controlled subsidiaries. The controlled entities are:

- LWB Disability Services Central
- LWB Disability Services South
- Family and Youth Therapeutic Services Ltd New Zealand

LWB and its wholly owned Australian subsidiaries have their registered office at Level 5, 352 Hunter Street Newcastle NSW 2300. The registered office for Family and Youth Therapeutic Services Ltd is Hesketh Henry, Level 14 188 Quay Street, Auckland New Zealand 1010. The CEO and Executive Leadership of LWB are CEO and Executive for all subsidiaries. Consultation has taken place with the LWB CEO and Executive Leadership Team.



## Operations

LWB undertakes all procurement for the group. LWB endeavours to use local suppliers where possible, which creates long term trading relationships. LWB has a procurement policy which requires longer term contractual arrangements and formal market engagement activities for values of good and suppliers of greater than \$250,000. Part of this formalised approach includes due diligence in respect to modern slavery in the supply chain, both at award of any tender and through ongoing assessments of supplier relationships.

Our supply chain is currently made up of more than 4,500 suppliers, with our top 30 suppliers accounting for 55% of our annual spend. The main types of goods and services are:

Supplier Type	Goods and Services	Procurement Source Location(s)
<b>Agency</b>	Labour hire for nurses, disability support workers, etc	Australia
<b>Fleet</b>	Motor vehicle leasing, maintenance and fuel	Europe, Japan, Thailand, and Australia
<b>ICT Hardware and Software</b>	Laptops, screens, cabling, software and hosted ICT services	South East Asia, China, and Australia
<b>Utilities</b>	Electricity and gas	Australia
<b>Household Living</b>	Groceries, personal items	Various
<b>Construction and Furniture</b>	Home and office fitouts, furniture and whitegoods	Various
<b>Health and Safety</b>	PPE and COVID related products such as masks, hand sanitiser and gloves	China
<b>Real Estate</b>	Leased properties for our clients and leased premises for business operations	Australia
<b>Facilities Management</b>	Cleaning, property maintenance, and repairs	Australia
<b>Travel</b>	Airlines, accommodation, and hire cars	Predominantly Australia
<b>Professional Services</b>	Legal, financial, insurance	Australia

## LWB Operational Snapshot (FY 24)



Partnered with **21,203** people in service delivery across Australia



We are a community of **12,362** staff and foster and kinship carers



**5936** children, young people and families supported nationally



**7175** older Australians chose us to provide at-home supports



**5133** people chose our disability support services



**1619** people engaged our mental health support services



**1147** refugees and asylum seekers welcomed and supported



Enrolments increased to over **90%** for our compulsory school-age children and over **80%** in Early Education and Learning



**14%** of employees with disability and **13.8%** of employees with disability in leadership roles



Invested **\$594,900** in support of Aboriginal and Torres Strait Islander owned businesses



**62** working partnerships with Aboriginal Community Controlled Organisations across all states and territories



Produced **10** Statements with Allies for Children and the First Nation NGO Alliance advocating transitioning First Nations children and resources to Aboriginal Community Controlled Organisations

### 3. Risks, Remediation & Due Diligence of Modern Slavery Practices

Life Without Barriers has undertaken several activities to identify risks that may sustain Modern Slavery since its first Modern Slavery Statement for 2020, many of which we continue to undertake on a regular basis. A summary of these activities is found below.

The following activities were undertaken during 2024:

- Strengthened modern slavery clauses and obligations within new contracts to ensure suppliers understand LWB's position on modern slavery and can be held accountable for any potential breaches.
- Due diligence of new suppliers with high amounts of spend to ensure they operate in a values aligned manner and are taking proactive steps to eliminate risks of modern slavery in their operations and supply chain.
- Risk assurance reviews of all high value tenders to ensure compliance with our procurement policy on a quarterly basis
- Monthly Procurement Working Group meetings for discussion amongst key management personnel of major procurement activities.

These activities have shown that there is a minimal risk to Life Without Barriers directly contributing to or causing instances of modern slavery.

However, there remains a residual risk that Life Without Barriers may be indirectly linked to modern slavery practices through the broader supply chain operations. This risk remains through the third-party entities we engaged for goods and services including:

- IT equipment
- Motor vehicles
- Groceries
- PPE
- Construction
- Facilities management

Strengthening obligations of suppliers in these categories through our tender and contract renewal processes will be a focus for LWB moving forward.

### 4. Assessing the Effectiveness of Actions

#### Our Governance Framework

Life Without Barriers assesses the effectiveness of its actions in relation to Modern Slavery through the following:

- Quarterly assurance checks of compliance with the organisation's Procurement Policy.
- Ensuring that any modern slavery issues may be escalated within LWB's Whistle-Blower Framework.

## 5. Other Relevant Information

LWB operates a centralised procurement function for all LWB controlled entities. As such this report applies to LWB and its subsidiaries.

This statement was approved by the Board of Life Without Barriers.

[Claire Robbs]

Chief Executive

Life Without Barriers