

## Supplier Guide: Human rights and modern slavery

At Medibank, we're focused on our purpose of Better Health for Better Lives and our vision to deliver the best health and wellbeing for Australia. As a values-led organisation, we're committed to respecting the human rights of all stakeholders in order to help people lead better quality lives.

This guide is intended to provide all prospective and existing suppliers of goods and services to Medibank with additional information in support of and supplementing our [Supplier Code of Conduct](#). It clarifies:

- modern slavery and human rights,
- how they apply to supply chains,
- how we work together for best outcomes, and
- where to find further information.

### **Modern slavery and human rights**

We do not tolerate any form of modern slavery or human rights abuse in our operations or supply chain.

Modern slavery is the criminal abuse and exploitation of vulnerable people and includes human trafficking, slavery, servitude, forced labour, debt bondage, deceptive recruitment, forced marriage and child labour.



**Anti-Slavery Australia** – information, training, advisory and legal services

[Resources | Anti-Slavery Australia](#)



Australian Government  
Department of Home Affairs

**Australian Government (Home Affairs)** – what constitutes modern slavery, the Modern Slavery Act and support resources

[Australian Government Modern Slavery Website](#)

Human rights encompass the basic rights and freedoms expected for all people. These rights are built on principles of inclusion, dignity, equality and respect for each person regardless of beliefs, background, where they live and what they look like. Vulnerable groups include, but are not limited to, women and girls, children, refugees, ethnic minority groups, indigenous people, migrant workers, people living with disability, elderly people and LGBTQIA+ people.

As a supplier of goods or services to Medibank, our expectation is that you, your employees and sub-contractors understand and comply with internationally recognised human rights as set out in the International Bill of Human Rights and the United Nations Guiding Principles on Business and Human Rights.



**Australian Human Rights Commission** – education and information

[What are human rights? | Australian Human Rights Commission](#)



**United Nation Guiding Principles on Business and Human Rights** – protect and respect human rights. Apply to all businesses regardless of size, sector, location, ownership and structure.

[UN Guiding Principles on Business and Human Rights](#)

### **Supply chains**

Some industries and countries have been identified by international research bodies as being at higher risk of having modern slavery or human rights abuse hidden in supply chains. This risk can be implicated at any tier in the supply chain from primary materials (ie: ore extraction or farming) through to the end user or buyer.



**Global Slavery Index** – information on high-risk sectors and geographies.

[G20 Countries | Global Slavery Index](#)

## How we work with suppliers

Medibank expects all suppliers and partners to uphold our commitment to human rights and comply with our [Supplier Code of Conduct](#).

We acknowledge that the best outcomes in eradicating modern slavery and improving human rights can only be achieved by working together with our suppliers. From time to time, we may request information from our suppliers to assess any potential supply chain human rights risk.

We also encourage suppliers to disclose any concerns regarding modern slavery and human rights risks or issues so we can work together to resolve them. Should any operations or supply chain incidents occur, we request you advise us as soon as possible.



**Medibank grievance processes** – all people associated with Medibank (including supplier personnel, employees, contractors, volunteers and agents) can report suspected or detected unethical practices via our Whistleblower program, which is hosted by independent third-party provider, Deloitte. Reports can be submitted anonymously if preferred and will be handled with strict confidentiality.

[Medibank whistleblower program](#)



**Grievance process toolkit** - we expect our suppliers to maintain an effective and accessible process to enable workers in their operations and supply chain to raise complaints and have them meaningfully managed and remedied. The [Office of the Compliance Advisor Ombudsman](#) has issued guiding principles on operational-level grievance mechanisms based on the UN Guiding Principles on Business and Human Rights.

[Grievance mechanisms](#)

## Further Information



**University of Technology Sydney online learning** – free self-paced online modern slavery courses

[online training course](#)



**Fair Work Ombudsman** – the Fair Work Information Statement which provides information about conditions of employment

[Fair Work Information Statement](#)

## We're here to help

Suppliers can contact [ibuybetter@medibank.com.au](mailto:ibuybetter@medibank.com.au) to request further information or support regarding this guide.