



# Modern Slavery Statement 2024

*Returned & Services League of Australia (Queensland Branch)*



**RSL**  
Queensland





## Contents

1	Introduction.....	3
2	Our Business and Objects .....	3
2.1	Main Activities .....	4
2.2	Our Supply Chains .....	6
2.2.1	RSL Queensland.....	6
2.2.2	Mates4Mates .....	6
3	Risk Identification .....	7
4	Actions Taken.....	8
4.1	Contractual Arrangements with Suppliers.....	8
4.2	Continuous Improvement of Procurement Processes.....	8
4.3	Employees .....	8
4.4	Suppliers and at risk service providers .....	8
5	Assessing the Effectiveness of Actions Taken.....	9
6	Future commitments.....	9
7	Internal Reporting and Consultation.....	9



## Returned & Services League of Australia (Queensland Branch)

### Modern Slavery Statement 2024

Date: June 2025

## 1 Introduction

The Returned & Services League of Australia Limited (ABN 63 008 488 097) is a national network, comprising State Branches, District Branches and Sub Branches in each state and territory. Each State Branch, District Branch and Sub Branch is a separate legal entity, and they all operate slightly differently while working to fulfil the principal purpose of promoting the interests and welfare of serving and ex-serving members of the Australian Defence Force and their families.

This is the sixth Modern Slavery statement for the Returned & Services League of Australia (Queensland Branch) (ABN 79 902 601 713) (**RSL Queensland**), an independent branch of Returned & Services League of Australia.

RSL Queensland is a body corporate established by Letters Patent issued pursuant to the *Religious, Educational and Charitable Institutions Act 1861 (Qld)*. We are domiciled in Fortitude Valley, Queensland and employ approximately 424 people.

RSL Queensland is comprised of more than 34,000 members across 10 Districts and around 230 Sub Branches. RSL Queensland membership is open to any serving or ex-service Australian Defence Force member that has conducted at least 1 day of continuous full-time service or who meets the eligibility criteria set out in the RSL Queensland By-Laws.

RSL Queensland is also the sole member of Mates4Mates Ltd ACN 54 160 646 999.

## 2 Our Business and Objects

RSL Queensland was established in 1916 and is the largest ex-service organisation in Queensland, with more than 230 Sub Branches across 10 Districts. We offer advice, support and camaraderie to all current and former Australian Defence Force members and their families through the funds primarily generated by the prize home lottery, Dream Home Art Union (previously operating as RSL Art Union).

RSL Queensland is consistently guided by the pursuit of our main Object to relieve the distress and poverty suffered by the sick, helpless, wounded, aged, vulnerable, destitute and needy among those who are serving or who have served in the Australian Defence Forces and their dependants.

RSL Queensland achieves this Object by implementing and connecting those in need with programs and services to assist in the relief of their distress and suffering. These programs, services and activities may include the following:

- relieving mental health issues and isolation experienced by past and present members of the Defence Forces and encourage their transition to civilian life by:



- a. facilitating the close and kindly ties of friendship created by a mutual service in the Australian Defence Force or in the forces of nations traditionally allied with Australia and the recollections associated with that experience;
- b. maintaining a proper standard of dignity and honour among all past and present members of the Defence Forces of the nation and to set an example of public spirit and noble hearted endeavour;
- c. protecting the good name and preserve the interests and standing of members of the Australian Defence Force;
- d. encouraging Members, as citizens, to serve Australia with that spirit of self-sacrifice and loyalty with which they served as members of the Australian Defence Forces; and
- e. encouraging continued loyalty to Australia and secure patriotic service in the interests of Australia;
- assisting in the preservation of the memory and the records of those who suffered and died for Australia, erecting monuments to their valour, providing them with suitable burial places, and establishing and preserving, in their honour, the annual commemoration days known as ANZAC Day, Remembrance Day and other commemorative days;
- providing welfare to the sick, helpless, wounded, vulnerable, aged, destitute and needy; and
- supporting serving Australian Defence Force members at home and abroad and actively assist them in their transition to civilian life, especially if they are detrimentally affected by their defence service.

Since our beginning in 1916, RSL Queensland has stood shoulder to shoulder with Queensland's Defence family. Over these past 109 years, we have proudly upheld our Objects.

Our purpose is clear: to ensure a bright future and enduring legacy for all veterans and their families. Our vision is to be the most valued and trusted partner to enrich the Australian Defence family's quality of life.

RSL Queensland is committed to operating our business lawfully and ethically and in only working with suppliers that are aligned to our values wherever possible.

## 2.1 Main Activities

RSL Queensland provides support and assistance to current and former Australian Defence Force (**Defence**) members and their families. These people have served overseas and at home, in armed conflict, peacekeeping missions and disaster recovery and they have all served their country, their communities and the Defence family. RSL Queensland services are targeted at each point in the Defence journey – from the point a new recruit transitions into Defence to their separation from Defence and life afterwards.

Defence members experience different needs depending on where they are in the Defence journey. When they first transition in, they have little need for external support. They are finding their feet, forging strong friendships, and becoming accustomed to the military life. As they travel along the path, they may encounter challenges – relocating with a young family, receiving an injury, deciding to transition out, experiencing difficulty finding civilian employment, suffering mental health or substance abuse issues, even becoming homeless. RSL Queensland has tailored our service offering to touchpoints along the Defence journey.



RSL Queensland is permitted by our Constitution to:

- undertake all manner of charitable or other work to further the Objects;
- raise money to secure sufficient funds for the purposes of the organisation; and
- receive any funds and distribute these funds in a manner that best attains the Objects of the organisation.

RSL Queensland is predominantly concerned with the welfare and wellbeing of veterans and their dependants. Our activities include mutual support, breaking of social isolation and assistance with pensions entitlements and related matters. RSL Queensland also carries out commemorative activities including ANZAC Day, Remembrance Day, Vietnam Veterans Day, and other appropriate occasions, including commemorative activity in the community and particularly in schools.

RSL Queensland also runs the successful Dream Home Art Union (previously operating as the RSL Art Union) to support our delivery of charitable or other work.

RSL Queensland's strategic goals are:

### CARE



*Care for the welfare and interests of veterans*

We're focused on doing it with heart and improving our service offering, broadening our partnerships, and increasing awareness of the support available to all veterans and their families wherever they are based across Queensland and Australia.

### COMMEMORATION



*Enable and support the commemoration of the service and sacrifice of veterans*

We're committed to supporting and organising ceremonies, memorials and other commemorations - the cornerstone of how we show respect and our depth of gratitude to those who have served or sacrificed protecting Australia's interests.

### CAMARADERIE



*Provide ways for veterans to rekindle their bonds of service and mateship*

We're passionate about delivering wellbeing services, volunteering programs and social events that give veterans and their families a sense of belonging and purpose, so we can positively impact their quality of life now and into the future.

For more information about our 2030 Strategy, please refer to our website at:  
<https://www.rslqld.org/About-Us/Strategy>.



## 2.2 Our Supply Chains

### 2.2.1 RSL Queensland

RSL Queensland has the following main operations:

- Employment Program
- Advocacy of client claims to the Department of Veterans Affairs (**DVA**)
- Wellbeing Program
- Veteran Homelessness Program
- Short Term Accommodation
- Long Term Accommodation
- Education and skills program
- Partner programs funded by RSL Queensland
- Dream Home Art Union (previously operating as the RSL Art Union), a prize home lottery that raises funds to support our charitable activities
- Commemorative events
- Bereavement support
- Research programs

RSL Queensland also purchases products and services needed for the business' day-to-day operations including office supplies, employment and training of staff, external corporate services advice, leasing of office space, maintenance of capital assets, IT infrastructure and support services and travel.

Conducting these operations involve a number of supply chains including:

- Acquiring, operating, maintaining, and disposing of real estate assets (including construction)
- Ticket sales and VIP Club subscription management for the Dream Home Art Union including customer support services, management of ticket order forms and cash handling
- Partnering with several groups and organisations that offer specialist expertise or treatments to aid an individual's physical and emotional recovery
- Conducting and celebrating education services and commemorative events.
- Investment in IT hardware, infrastructure and systems

RSL Queensland operates four Veteran & Family Wellbeing Centres, located in Brisbane, Cairns, Sunshine Coast and Townsville.

### 2.2.2 Mates4Mates

Mates4Mates is one of Australia's leading charities actively changing lives of current and ex-serving members of Australian Defence Force and their families who have been impacted by service. We understand how challenging it can be to overcome injuries and trauma, which is why we offer support proven to make a difference through four key areas of service:

- Psychological evidence-based services, including individual and group therapy. Our highly skilled team of psychologists are ready and available to help those in times of need.



- Physical rehabilitation and wellbeing services that are delivered by accredited exercise physiologists in individual and group settings, promoting balanced lifestyles.
- Social connection activities facilitating regular opportunities for mateship and peer support through social, recreational, and family activities.
- Skills for recovery programs enabling veterans and their families to develop new skills and learn techniques to help them find pathways to a positive future. These programs have a clinically therapeutic focus but are conducted as part of outdoor activities as well as one, two- and three-day intensive retreats.

Mates4Mates currently operates four Veteran & Family Wellbeing Centres located in Hobart, Ipswich, Launceston and Stuart Park. In addition, Mates4Mates offers online and outreach services. These services are supported by 66 staff committed to making a difference.

Mates4Mates operate in close alignment with RSL Queensland and other ex-service organisations, in our current locations and outreach areas to ensure veterans and their families have ready access to crisis services, advocacy, welfare, homelessness, and employment programs in addition to our core services.

Mates4Mates also have:

- A range of integrated IT systems with strict security guidelines (supported by RSL Queensland)
- Capabilities across service delivery, human resources, finance, marketing, and fundraising functions
- Infrastructure to support online service delivery, telehealth clinical services, outreach services and additional programs beyond our existing service centre footprint.

### 3 Risk Identification

RSL Queensland is working towards ensuring that our procurement practices and contractual arrangements support our approach to minimising modern slavery risks and establishing process to measure effectiveness of these approaches.

RSL Queensland considers that the direct risk of modern slavery practices within its operations is relatively low, considering all of RSL Queensland's operations and services are provided within Australia and its commitment to compliance with Australian labour laws. However, RSL Queensland recognises that there may be an indirect risk of modern slavery connected with its supply chains, within the following categories:

1. Facility Management, including contract cleaning, building and maintenance services of offices, service delivery locations and prize homes.
2. Services suppliers who provide services such as ticket sales who procure labour to staff these services.
3. Suppliers who have sourced goods and materials from overseas, including construction materials, IT and communication equipment and accessories, home furnishings used in prize homes and uniforms and merchandise.



In categories 1 and 2, the risk may be around suppliers who employ staff who although located within Australia are from vulnerable communities and do not engage them in line with Australian labour laws.

In category 3, the risk is around modern slavery risks that may be embedded within supply chains located overseas.

## **4 Actions Taken**

### **4.1 Contractual Arrangements with Suppliers**

RSL Queensland has reviewed its standard supply agreements and continued to include provisions in its templates requiring suppliers to comply with all relevant laws, as well as provisions which expressly refer to, and demand compliance with, all applicable Modern Slavery laws. Before RSL Queensland enters into new agreements, or renews existing agreements, we ensure Modern Slavery compliance clauses are included in their contractual arrangements where appropriate.

### **4.2 Continuous Improvement of Procurement Processes**

RSL Queensland has continued to improve and enhance its procurement processes and vendor management framework. This includes developing a comprehensive step by step online guide to the procurement process which assists the business to comply with policies when engaging in the procurement of goods and services. The guide was developed with appropriate consultation and rolled out with targeted training.

### **4.3 Employees**

Our employees are required to comply with our codes and policies which requires them to act lawfully, ethically and with integrity and encourages them to raise compliance and ethics concerns. Any RSL Queensland employee who violates our standards may be subject to disciplinary action up to and including termination of employment.

We ensure that no under aged people are employed within our company.

We have in place a whistleblowing policy which ensures that anyone who has concerns, for example, about how staff are behaving, has a means of raising their concerns confidentially including when this concerns suspicion of modern slavery. Both the RSL Queensland and Mates4Mates whistleblowing policies have regular review cycles.

### **4.4 Suppliers and at risk service providers**

We have reviewed our requests for tender and service agreement templates to ensure modern slavery risk measures are disclosed before proposals are accepted and where possible, all new negotiated supplier agreements include modern slavery compliance provisions.

RSL Queensland has also continued to minimise the number of service providers who supply potential 'at risk' services (such as art union ticket sales and call centre support services), to ensure greater control and oversight of their operations so as to reduce modern slavery risk.



## 5 Assessing the Effectiveness of Actions Taken

RSL Queensland will continue to assess the effectiveness of the actions we are taking to assess and address the risks of modern slavery practices in our operations and supply chains by implementing an internal review mechanism of any notified known or suspected instances of modern slavery in our supply chain. There is ongoing scope to improve this policy, now that RSL Queensland has established a procurement team and has implemented a procurement policy.

## 6 Future commitments

In 2025, RSL Queensland intends on carrying out the following actions:

- continue to use the expertise of the specialist internal procurement team to embed and optimise procurement processes, including to ensure measures which assess and address modern slavery risks are part of the process;
- ensure training is delivered to the organisation around modern slavery, including to ensure new staff complete training as part of the onboarding process and that all staff receive annual training;
- continue to ask questions of potential new suppliers regarding their modern slavery policies and processes and where possible to do so, including modern slavery compliance clauses in arrangements with new suppliers and in renewals of arrangements with existing suppliers, where possible to do so; and
- review and implement a regular review process of existing suppliers, including questionnaires for “vendors of interest” to ensure compliance with modern slavery clauses in their contracts.

## 7 Internal Reporting and Consultation

RSL Queensland is the sole member of Mates4Mates. RSL Queensland will work with Mates4Mates to identify risks of modern slavery practices that may be present in the operations and supply chains of Mates4Mates and to assess and address those risks in line with the actions listed above.



---

Stephen Day  
RSL Queensland State President/Chair  
12 June 2025



