



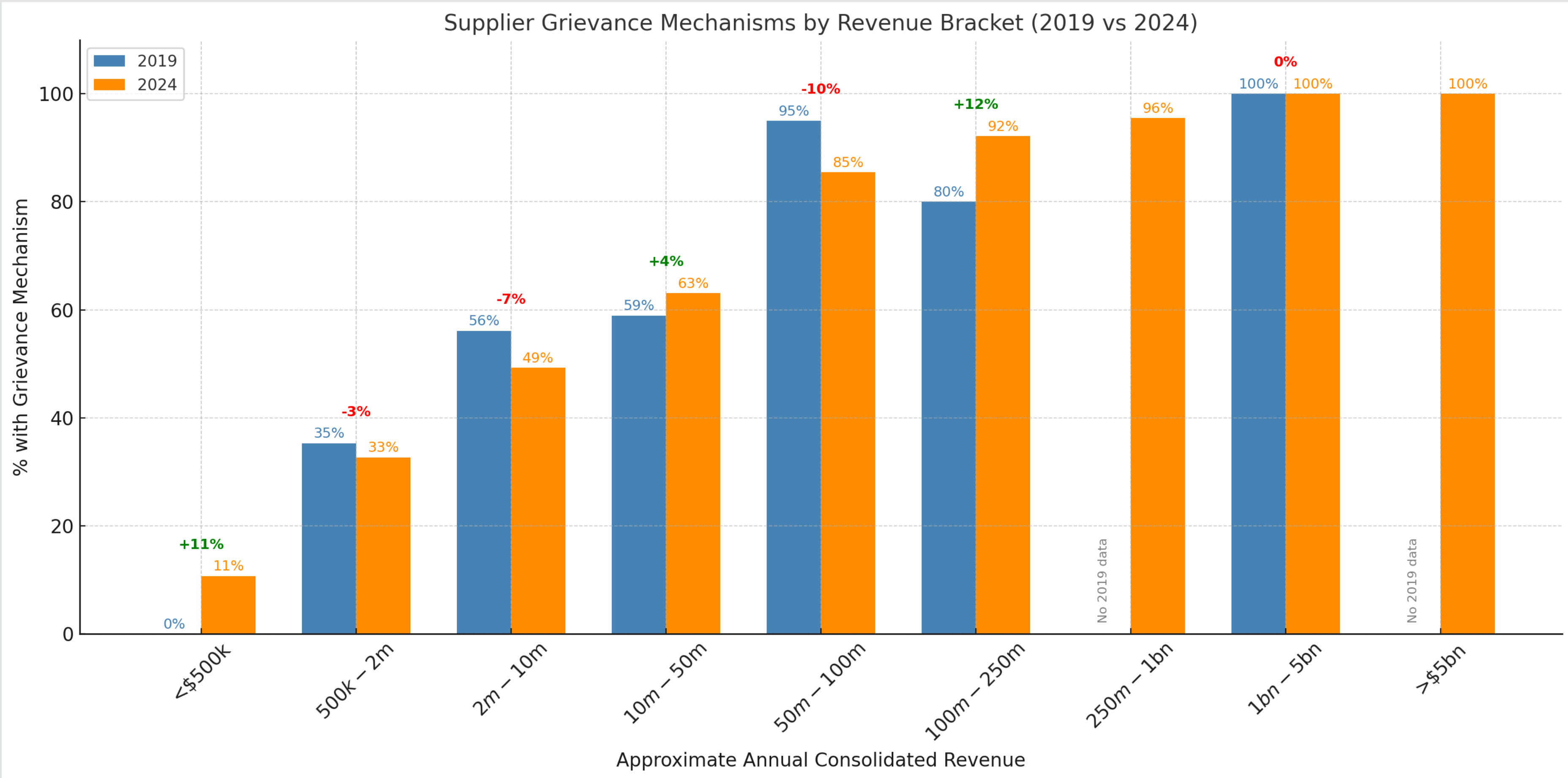
INFORMED 365

Modern Slavery Grievance Mechanisms Webinar

April 2025

Background

- **The Mekong Club (2022): Less than 50%** of surveyed global companies in retail and manufacturing reported that workers in their supply chains could easily access grievance mechanisms in their own language vs. **70%** having modern slavery policies stating that they have such mechanisms in place.
- **Macquarie Uni's Business and Human Rights Access to Justice Lab:** Study of **25 top Australian companies. Only 10** provided remedial mechanisms for external individuals and communities to raise human rights complaints, indicating limited adoption of grievance mechanisms.
- **KPMG and Property Council report (2022)** on the property and construction sector: Grievance mechanisms are highlighted as essential for enabling workers to voice concerns, but **implementation remains inconsistent**, with many businesses relying on suppliers' mechanisms rather than creating their own.



Key Insights



Implementation increasing / good intentions but the impact e.g. **number of actual grievances mentioned** in modern slavery statements is **almost zero** — highlighting a **disconnect between policy / intentions and practice**



Supplier maturity on grievance mechanisms is increasing — especially in higher revenue bands — but **concerted effort is needed to uplift the lower tiers and ensure consistent worker protections** across the entire supply chain

Informed365 Presentation

2 April 2025

Australian Red Cross has committed to work with the Australian Government to promote a whole-of-community approach to modern slavery

- Increase awareness and understanding of modern slavery
- Increase understanding of the challenges faced by victims/survivors
- Support people that have experienced modern slavery in Australia
- Support organisations improve their actions to address modern slavery informed by lived experience



Support for Trafficked People Program

- Red Cross has supported over 750 people in Australia since 2009 who have experienced modern slavery through the delivery of the Support for Trafficked People Program.
- Aims to meet safety, security and overall wellbeing needs of victim-survivors of all forms of modern slavery as they recover from their experiences & rebuild their lives.
- STPP is funded by the Department of Social Services.



Types of Support Provided

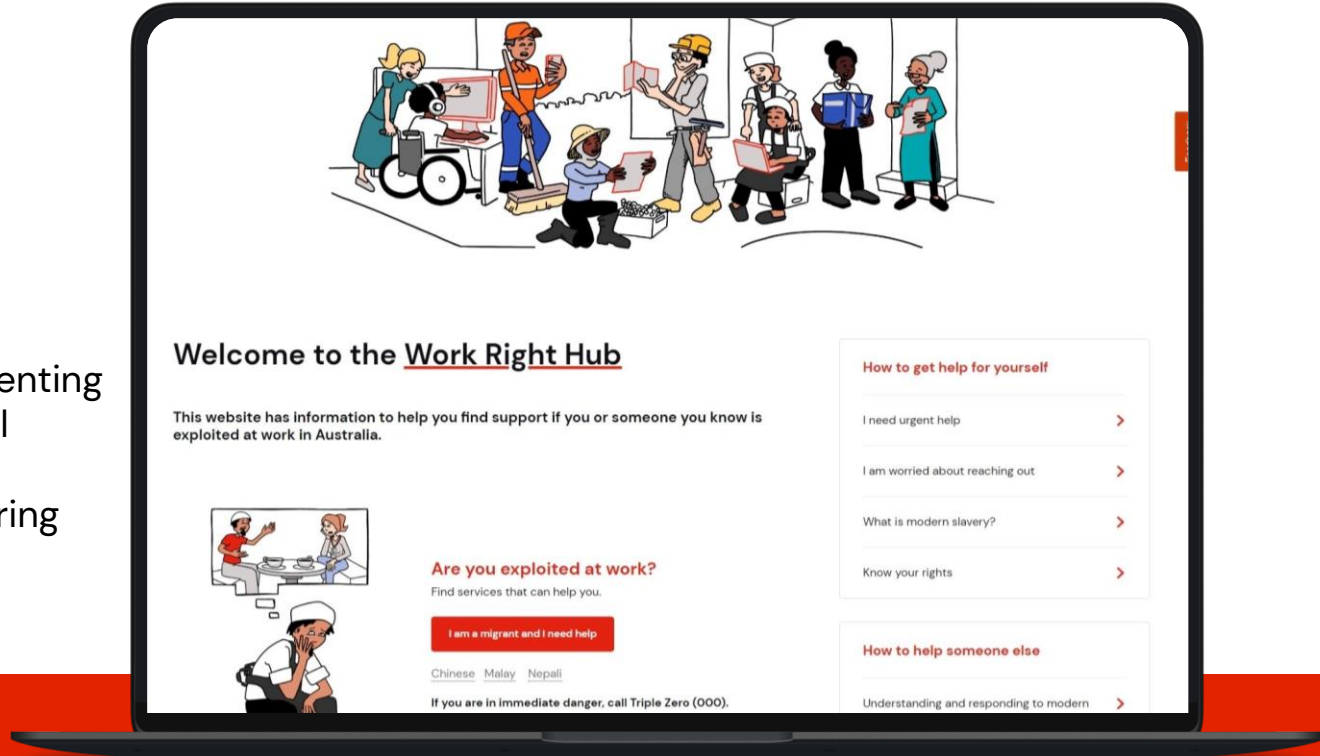
80% – women & girls

110 – **minors** at referral

30% of all clients are referred with forced marriage as the primary type of exploitation experienced

The Work Right Hub

Australia's first digital platform aimed at preventing and addressing criminal labour exploitation by informing and empowering workers & front-line responders.



Supporting workers & responders

Workers

- Recognise the signs of labour exploitation
- Understand ways to protect themselves
- Find services that can provide free and confidential advice.



Responders

- Develop an understanding of labour exploitation
- Recognise risks and indicators
- Respond to concerns and disclosures
- Refer people to support



Are you exploited at work?

Find services that can help you.

I need help

Arabic

Chinese

Hindi

Malay

Nepali

Thai

If you are in immediate danger, call Triple Zero (000).

Do you know someone exploited at work?

Find services you can refer someone to for information or advice.

I am a frontline responder and someone I know needs help

Key features of the Work Right Hub for workers

- **Decision tree tool** – A tool to help find services providing free and confidential information and advice.
- **Basic workplace rights and checklists** – information on workplace rights and protections at work as well as tips on looking for and considering a new job.
- **Videos with stories of finding support** – Videos with stories from people who found support after experiencing modern slavery.
- **Flyers and brochures on modern slavery** – Information on signs of exploitation and how to get help.

Tell us about your situation.

Select all that apply.

Health and wellbeing

I am verbally, physically or sexually hurt at work

I work very long hours and I am not allowed time off

I am forced to do unsafe work and/or unable to negotiate working conditions

Financial and material

I do not have access or control of my earnings

I am paying off a large debt to an employer or sponsor and I am not free to stop working

Expenses for tools, food or accommodation are deducted from my wages

My employer or sponsor arranges my work, transportation, accommodation and phone calls

I must follow orders, or I am fined by my employer or sponsor

Psychological and social

Evidence-informed targeted responses

Work Right Hub statistics will:

- Increase understanding of labour exploitation
- Identify geographical areas with increased need of supports
- Identify common indicators of labor exploitation
- Identify reasons why people reach out for support



Inform policy & contribute to tailored responses



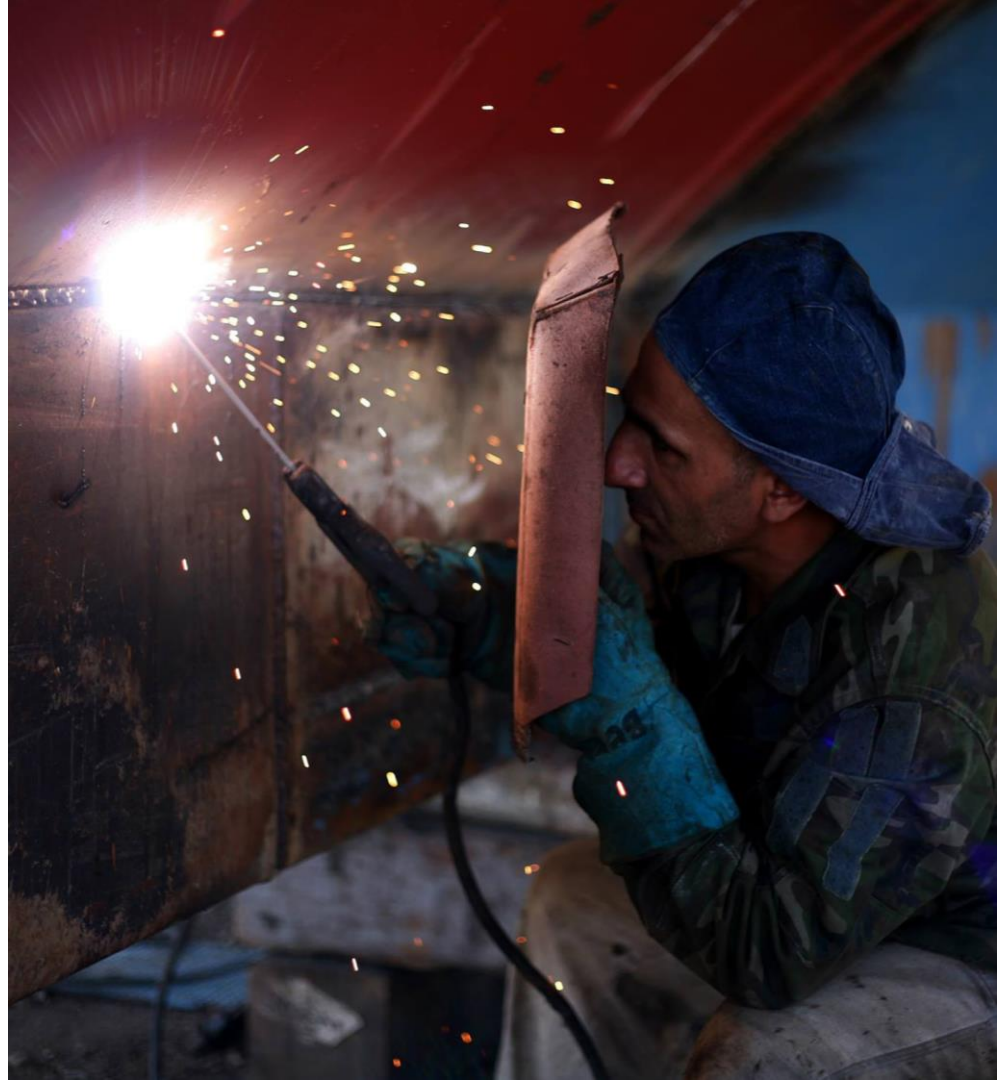
Grievance mechanisms

What we have learnt from survivors

“Worker voice is the most effective way – the workers standing up is one of the keyways to identify and prevent modern slavery.”



"I had not even heard of the term modern slavery until I came into the Red Cross program"

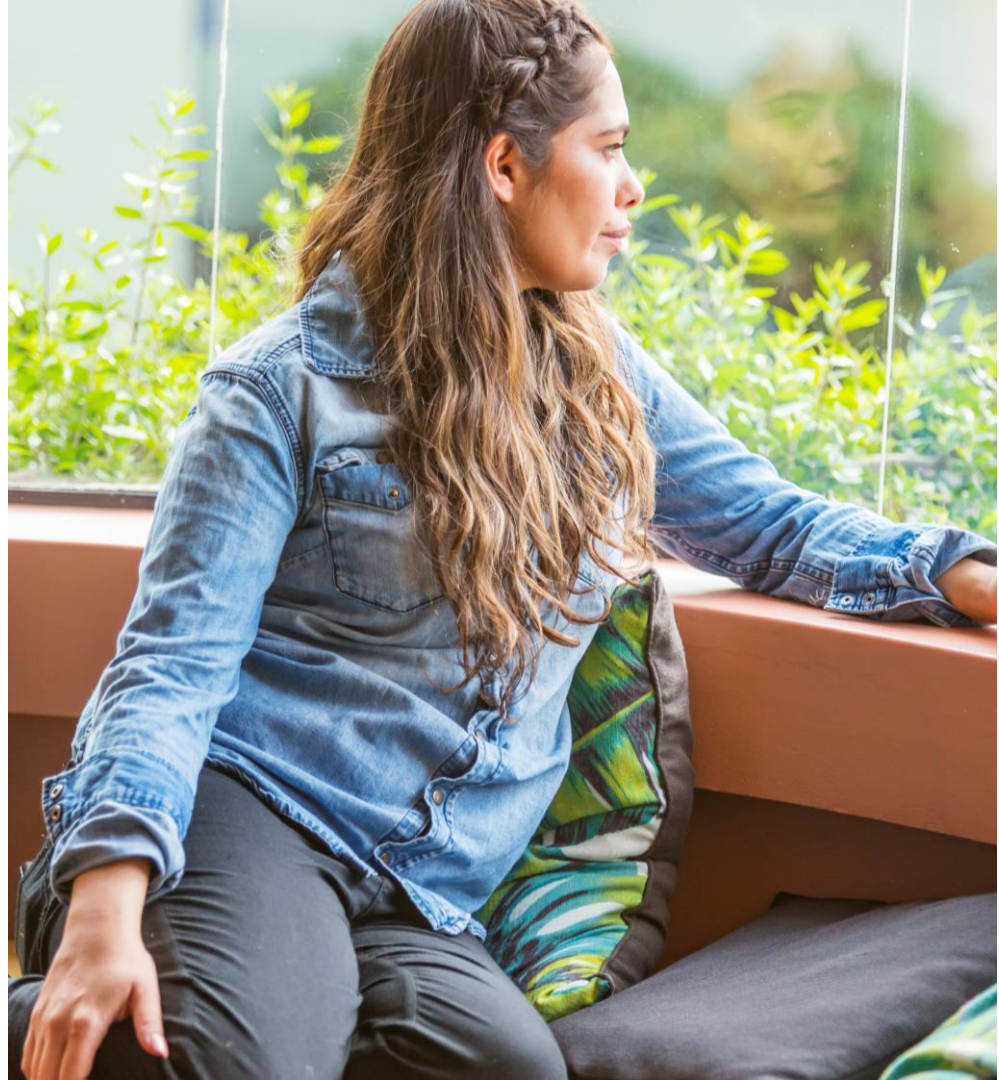


" You are afraid to talk and in my scenario happened that one of us had to talk. The workers have to stop the situation. It is complex, hope you get what I am saying".



"Complaints need to be dealt with quickly."

"Workers need to be supported when they make complaints."



Improving grievance mechanisms

1. Information for workers & suppliers
2. Change the language
3. Raise awareness of reporting channels and encourage people to report
4. Break down barriers to reporting
5. Develop & test response processes
6. Engage workers in the review of reporting processes
7. Support suppliers



I want people to understand that modern slavery happens in Australia and if you think someone is being exploited, don't ignore it, speak up, because your actions can make a huge difference.



Thank you



Modern Slavery Grievance Mechanisms: What Happens After You Speak Up?

Insights from Anti-Slavery Australia



For more than 20 years Anti-Slavery Australia has provided free legal services to support survivors of modern slavery and worked toward ending modern slavery in Australia.



ANTI-SLAVERY
AUSTRALIA

What Does Anti-Slavery Australia Do?



Free **legal and migration services** to people at risk of, and for survivors of modern slavery in Australia



Research and advocacy informed by the lived experiences of victims and survivors



Education and training to build capacity on how to recognise and respond to modern slavery



**ANTI-SLAVERY
AUSTRALIA**

Anti-Slavery Australia Legal Services



MIGRATION LAW

- Visas
- Citizenships



FAMILY LAW

- Divorce
- AFP Family Law Watch List Orders
- PACE alerts
- Apprehended Domestic Violence Orders



CRIMINAL LAW

- Referrals to the AFP, advice through the criminal justice process
- Intersection of criminal law with other areas of law



CIVIL LAW

- Victims compensation claims
- Employment law
- Privacy law
- Obtaining documents



REPATRIATION WORK

- Work with DFAT, DHA for people overseas



My Blue Sky

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به کمک فوری نیاز دارید، ☎ در استرالیا به **سپه صفر (000)** زنگ بزنید. برای راه‌های بیشتری به منظور دریافت کمک فوری اینجا را کلیک کنید.



Designing Grievance Mechanisms

Speak Up

Contact Details (optional)

What is your relationship to the organisation?

☐ Employee ☐ Contractor ☐ Supplier ☐ Customer
☐ Other

Incident Details

Upload documents or images (optional)

Have you reported this elsewhere?

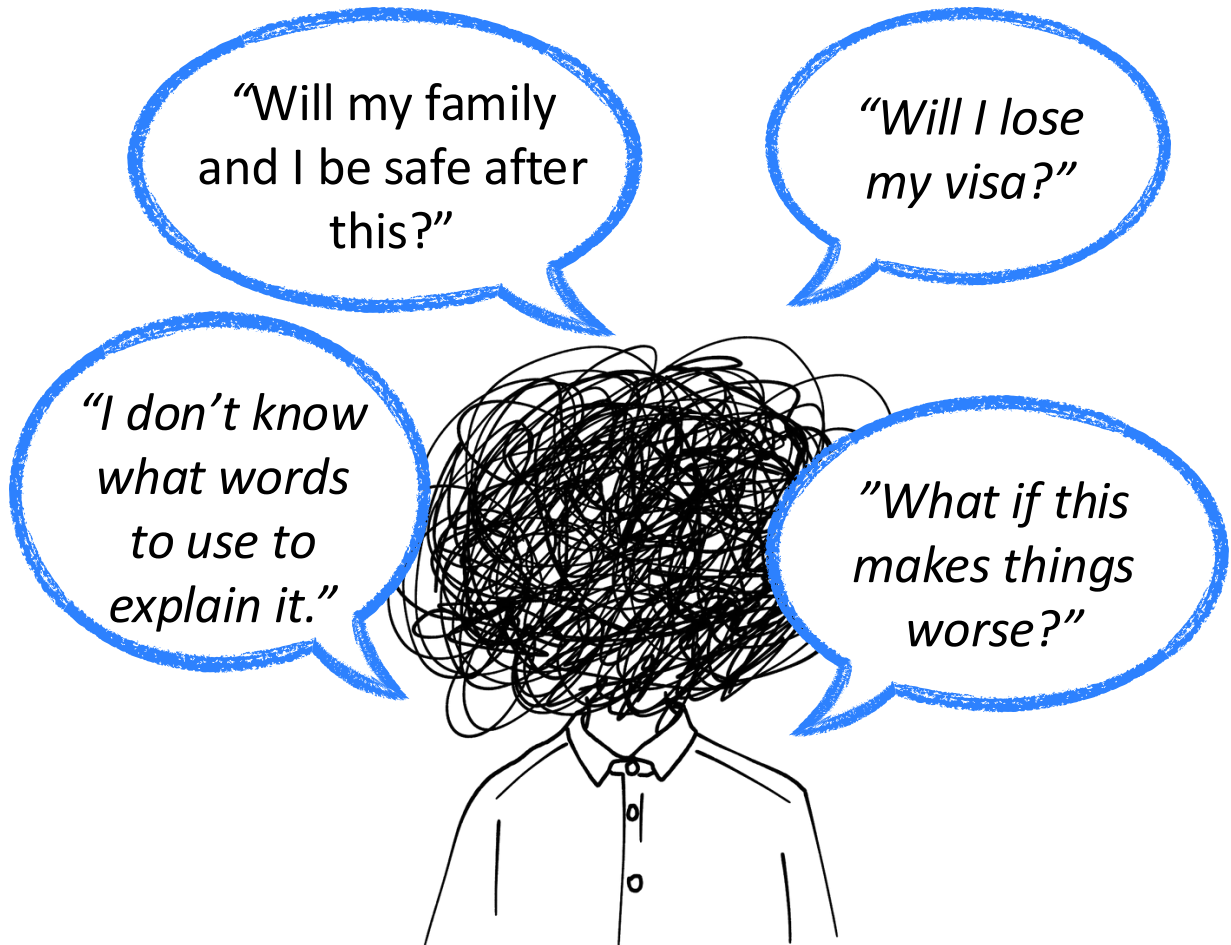
☐ Yes ☐ No

Would you like to remain anonymous?

☐ I want to remain anonymous
☐ I am happy to be contacted, but don't want my identity shared
☐ I am happy for my identity to be known

☐ I confirm the information is true and accurate to the best of my knowledge

Submit



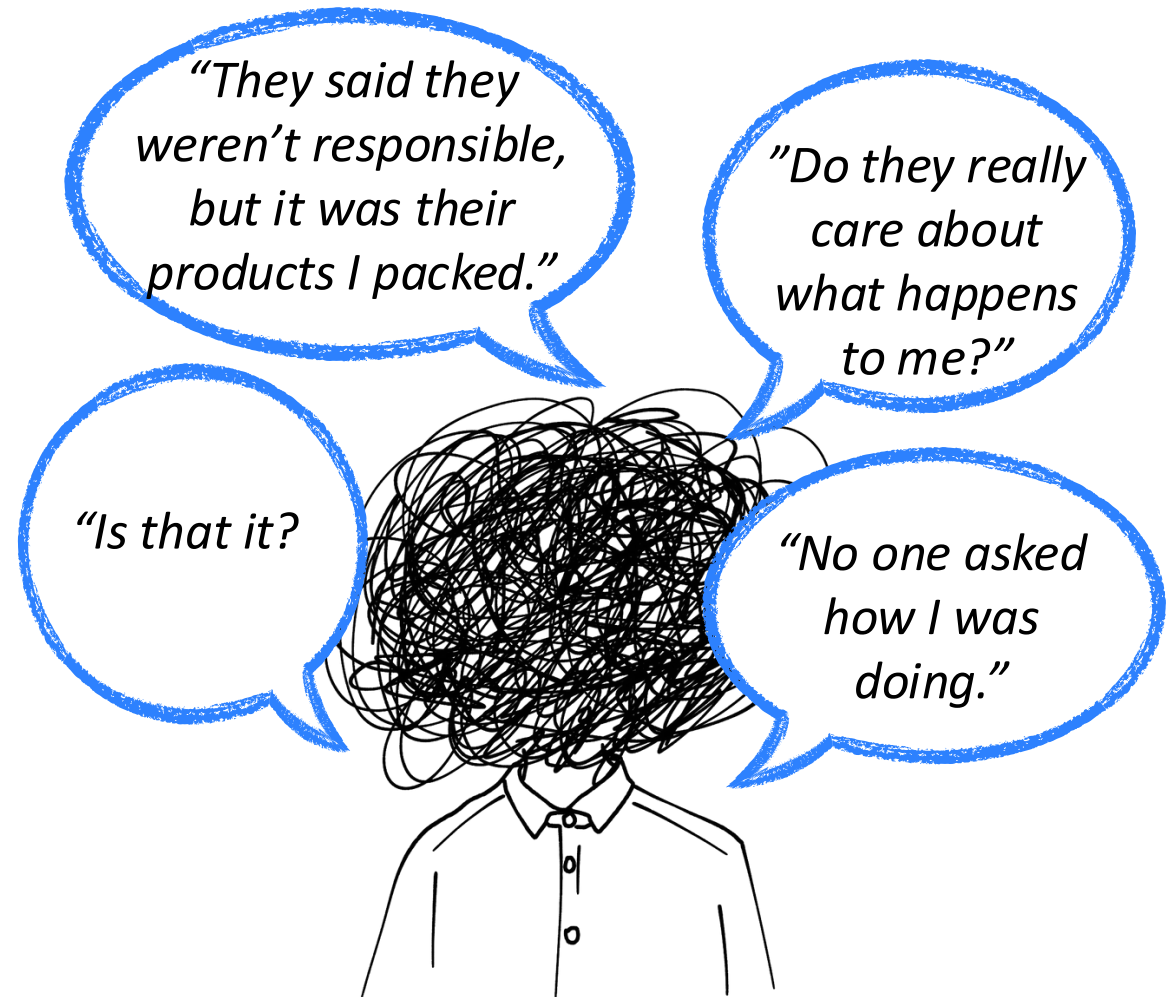
But what happens next?

Grievance Mechanisms and Remediation

In the reporting year, we received one grievance through our Speak Up platform involving a worker employed by a third-party supplier alleging modern slavery.

We conducted an internal review and determined that, in line with the UNGPs, we did not cause or contribute to the harm, however, we were directly linked to it. We immediately contacted the supplier to raise the issue and used our leverage to encourage them to remediate.


The grievance was addressed in line with our grievance policy and closed within the reporting period.



Justice for All: A National Compensation Scheme



Justice for All: *Support for a National Scheme*



JUSTICE. FOR. ALL.

Business Statement of Support:
**Establishment of an Australian Compensation Scheme for
Survivors of Modern Slavery**

We commend the important work the Australian Government has undertaken to address modern slavery, including in collaboration with the business community. We also recognise that further work is needed by all stakeholders to help ensure that people who experience modern slavery have access to an effective remedy in Australia.

As businesses and their representative organisations, we recognise all businesses have a responsibility to respect human rights in line with the UN Guiding Principles on Business and Human Rights.¹ We also note that States, including the Australian Government, have an internationally recognised duty to protect human rights.


As part of its duty to protect, **we support the Australian Government establishing a national compensation scheme for people who have experienced modern slavery.** We understand there are challenges with current compensation mechanisms not being designed for modern slavery survivors and being limited by factors such as inconsistencies between State and Territory Schemes and differences in eligibility criteria and compensation entitlements.

As businesses and their representatives, we consider that establishing an effective compensation scheme could help to end the cycle of exploitation and provide an important remediation pathway for modern slavery survivors, which could complement business-specific remediation efforts.

A range of expert persons and bodies have supported the establishment of a national scheme, including the then UN Special Rapporteur on Trafficking in Persons, Especially Women and Children, Joy Ezeilo; the Australian Parliament's Joint Standing Committee on Foreign Affairs, Defence and Trade; Anti-Slavery Australia; The Australian Human Rights Commission; the Law Council of Australia; and Investors Against Slavery and Trafficking. We note that Anti-Slavery Australia has developed a model compensation scheme through extensive consultation, and received support from legal, investor, business, survivor and civil community groups.

We would be pleased to support the Australian Government to establish a compensation scheme in consultation with survivors, civil society and the broader business community.

¹ The UNGPs are supported by the Australian Government and are the authoritative global standard for addressing and preventing business-related adverse human rights impacts.



Thank you



ANTI-SLAVERY
AUSTRALIA



INTRODUCTION TO ISSARA INSTITUTE | 2025



**WE BELIEVE WE CAN
TRANSFORM THE LIVES
OF MILLIONS OF
WORKERS IN GLOBAL
SUPPLY CHAINS
THROUGH WORKER
VOICE, PARTNERSHIP &
INNOVATION**

**LOCALLY BASED, LOCALLY INVESTED,
LOCALLY NETWORKED, & GLOBALLY
SCALABLE**

Founded in 2014 by a team of international and regional labor and human trafficking experts aiming to build systems that identify and eliminate labor risks from the ground-up.

**PARTNERSHIP, TOOLS, & EXPERTISE FOR
ETHICAL SUPPLY CHAINS**

We leverage our labor expertise, unique business intelligence, and position on the ground at origin and destination to help business partners with:

- **Worker voice-centered tech** for visibility of labor/social risks throughout their supply chains; and
- Solutions to **remediate** worker-reported issues and also address root causes, with iterative **systems improvements** informed by feedback and experiences of workers.

CURRENT PARTNERS & DONORS

TWININGS



amazon

BHP

TESCO



Greencore



Sainsbury's



Woolworths Group



LABEYRIE FINE FOODS

SK★P
Registration No. 200001021690 (524297-T)

Walmart  org
Target  foundation



FIHRRST
Foundation for International
Human Rights Reporting
Standards



WORKER EMPOWERMENT & MULTIPLE WORKER VOICE CHANNELS



ENGAGE DIRECTLY WITH WORKERS, ADDRESS ISSUES, BUILD TRUST, GET GOOD DATA

1

DIRECT OUTREACH



- Origin and destination
- CSO partners, Golden Dreams mobilizers at origin, & Issara
- In communities, workplace, housing, etc.
- Scalable through partnerships & sub grants

2

MIGRANT WORKER HELPLINE / FEEDBACK



100% in-house, 24/7, & free

Myanmar language:

1-800-010-180

Khmer language:

1-800-010-181

Lao & Thai language:

1-800-010-182

Nepalese language:

+9779765415706

Indonesian & Malay language:

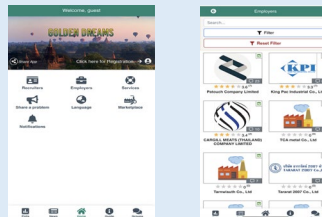
+601116564317

Bengali language:

+ 66823026910

3

GOLDEN DREAMS SMARTPHONE APP

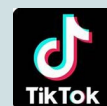


Yelp-like rating of employers, labor providers, NGOs

- Alerts, notifications, guides
- Job marketplace

4

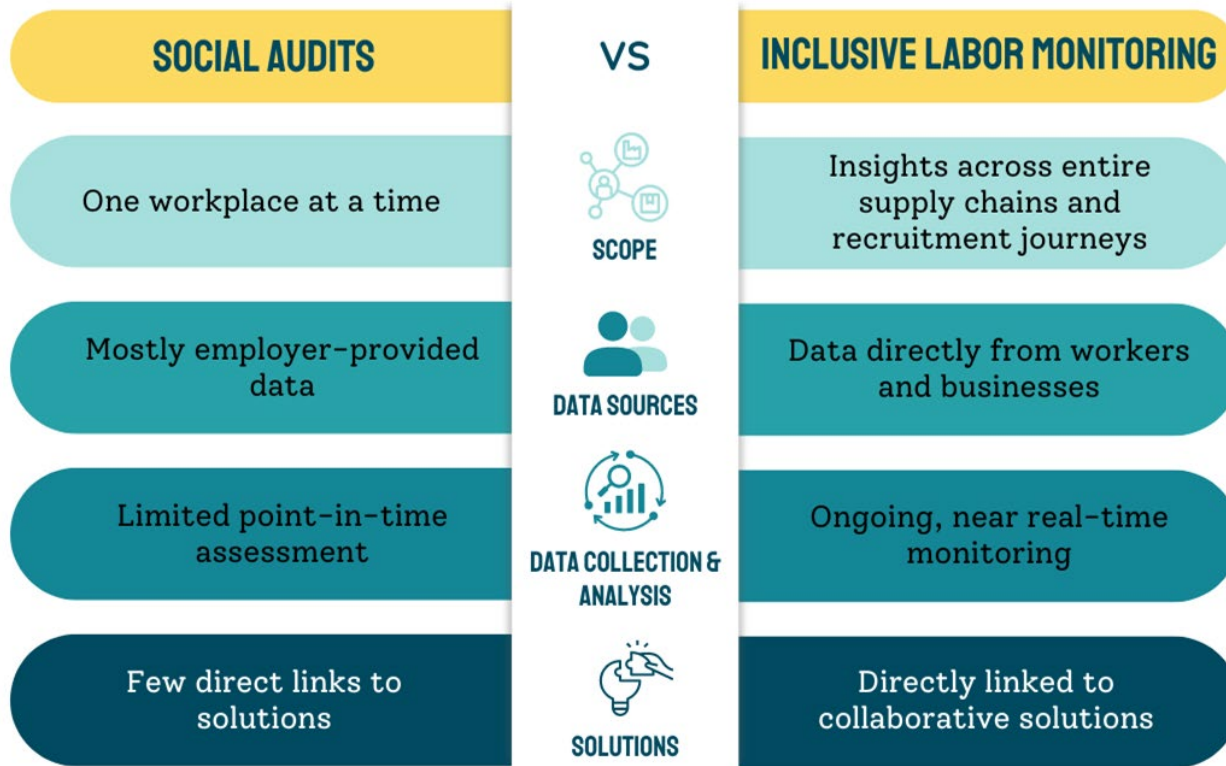
SOCIAL MEDIA & MESSAGING PLATFORMS



- 300,000+ engaged on an ongoing basis
- Public, group, and closed/direct

OUR WORKER VOICE CHANNELS RECEIVE **15,000-20,000** CALLS AND MESSAGES PER MONTH, MAKING IT ONE OF THE LARGEST INDEPENDENT WORKER VOICE SYSTEMS IN THE WORLD

MOVING FROM AUDIT COMPLIANCE TO WORKER-CENTERED HRDD



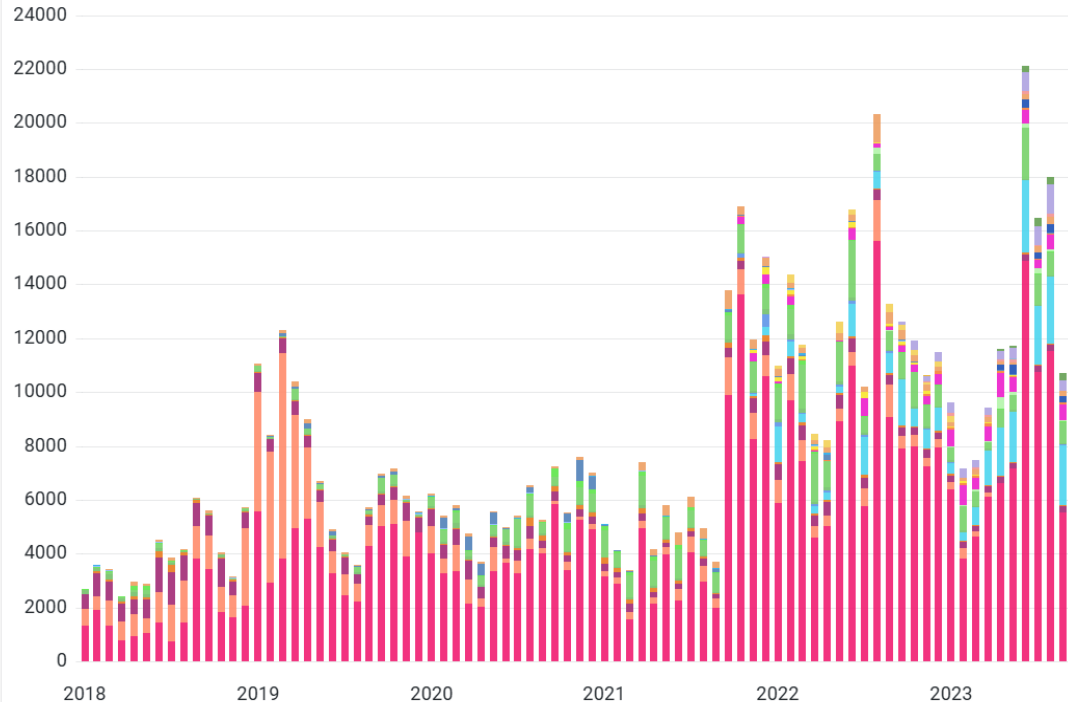
Number of workers
connected to worker
voice channels

385,904

Number of calls and
messages to worker
voice channels

519,750

CALLS & MESSAGES TO WORKER VOICE CHANNELS



Worker voice is achieving **scale** through partnerships & collaboration



Number of workers
receiving remediation

155,259

Number of trained
worker leaders /
mobilizers

1,963

Unique number of
recruitment agencies
trained

363

Unique number of
suppliers trained

239

WORKER-REPORTED LABOUR VIOLATIONS, BY ...



TOP 10 WORKER-REPORTED LABOR VIOLATIONS

Rank	Worker-reported violation	Remediation quality
1	Weak company policies and/or poor communication of policies	3.35
2	Very late or missing payments	2.33
3	Verbal abuse and/or other poor treatment by line supervisor/management (not ...	3.55
4	Unresponsive grievance mechanism / no action being taken	2.72
5	Unfair dismissal	2.88
6	Proper legal documents not provided to worker	2.93
7	Physical and/or other serious abuse by line supervisor/mgt (illegal)	2.85
8	Issues with workforce and workloads: no violation of law or employment contr...	1.90
9	Issue with annual leave or sick leave: violation of law	2.47
10	Interpretation is unavailable/inadequate/unprofessional	2.92

ILM IMPACT & TRACKING

PLEASE VISIT WWW.WORKERVOICES.ORG

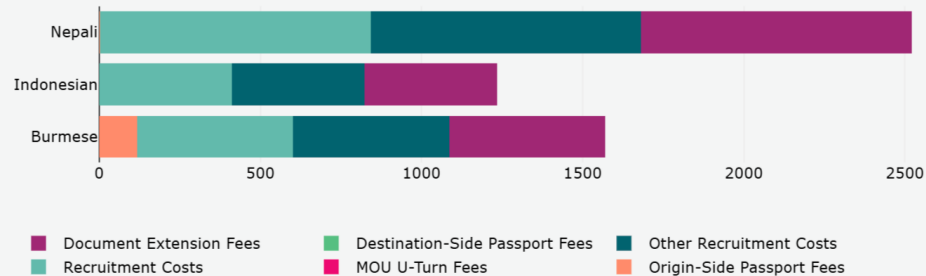


RESPONSIBLE RECRUITMENT: MALAYSIA BY WORKER NATIONALITY

Average Worker-Paid recruitment Fees From the Origin and Destination Sides, by Nationality (in USD)



Average Worker-Paid Recruitment Fees (in USD) by Fee Type and Nationality



RESPONSIBLE RECRUITMENT



THANK YOU!

Mark Taylor

Senior Director

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