



# Work Right Hub

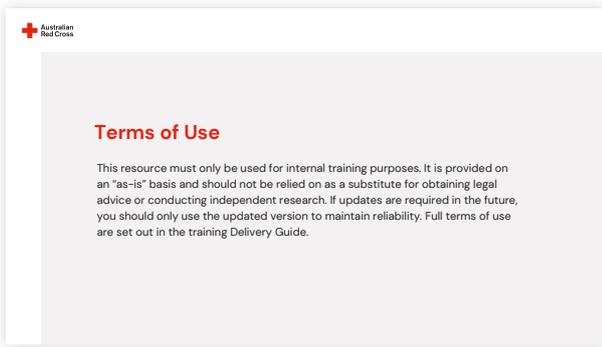
30 minute training module delivery  
guide



**Australian  
Red Cross**

[redcross.org.au](http://redcross.org.au)

## Slide 1: Terms of use



Description: This slide includes information on the terms of use. This information is for the trainer only and does not need to be presented to participants.

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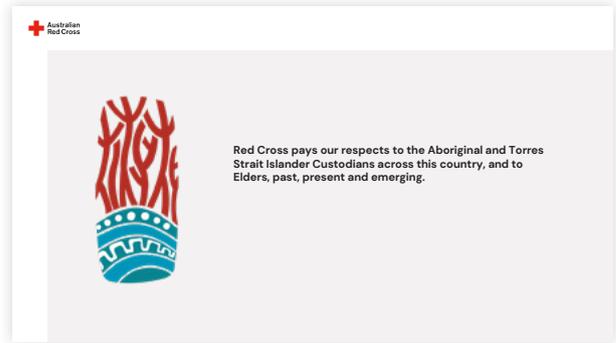
## Slide 2: Title Slide: Labour Exploitation in Australia



Description: Trainer welcomes the group and briefly introduces the session and the broad topics to be covered.

Speaking notes: Welcome everyone. In this introductory training, we will focus on the issues of labour exploitation and modern slavery, with a focus on the risks and impacts on migrant workers in the Australian context. We will also explore how we can respond to concerns and support people who are at risk. You will receive information about further tools and resources to explore to continue learning and refer to at any point in time.

## Slide 3: Acknowledgement of Country

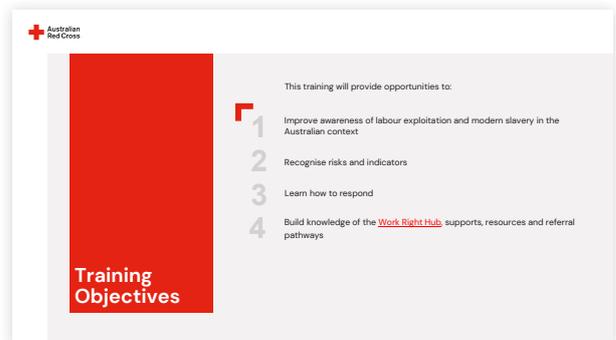


Description: Trainer acknowledges the traditional owners of the land where training is held or other areas if training is delivered online, to pay respects to the elders of the past, present and future. Trainer makes an acknowledgement in accordance with the relevant geographic area and country. Trainer can acknowledge that First Nations communities have survived practices of exploitation and modern slavery which continues to impact people and communities

Speaking notes: For example: We start by paying our deep respects to the Aboriginal and Torres Strait Islander custodians on the lands we are all on today. I am on the lands of the (insert based on trainer's location) people of the (insert based on trainer's location) nation. We acknowledge that First Nations communities have survived practices of modern slavery which continues to impact people and communities currently. I pay our respects to elders past and present. We celebrate the deep and enduring connection of Aboriginal and Torres Strait Islander peoples to country and acknowledge their continuing custodianship of the land, seas and sky.

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## Slide 4: Training Objectives and Agenda



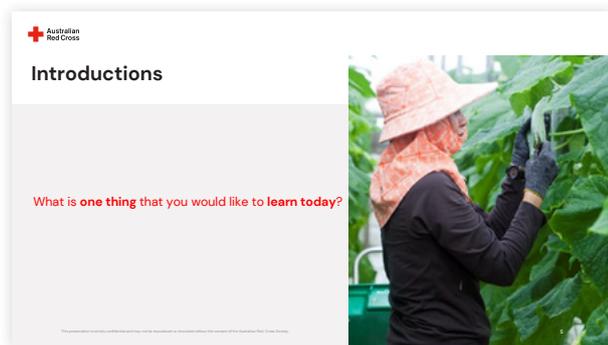
Description: Trainer presents the objectives and agenda of the training session.

Speaking notes: Welcome to today's session everyone. This training will provide the opportunity to:

1. Learn about labour exploitation and modern slavery in Australia.
2. We will also talk about some of the risk factors, and signs that could suggest that someone is being exploited.
3. We will discuss strategies that we can consider to respond in a way that is safe, trauma-informed, and culturally sensitive when we do identify potential exploitation
4. To conclude, we will explore existing referral pathways and look at some of the key agencies that are available to assist people at risk of exploitation supports, services, and resources such as the Work Right Hub that are available to assist people at risk or who have experienced modern slavery.

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## Slide 5: Introductions



**Description:** The trainer shares measures that are available to promote participant safety and wellbeing and the effectiveness of the session. Trainer encourages participants to introduce themselves and share their learning goals.

**Speaking notes:** These topics can be sensitive:

- As a group we commit to being respectful to each other.
- Please feel free to take a break from the training at any point in time. [See section on participant safety in page 5 for more information]
- Due to limited time, we ask that questions are reserved until a dedicated time at the conclusion of the session. We may answer the queries you have throughout the presentation.

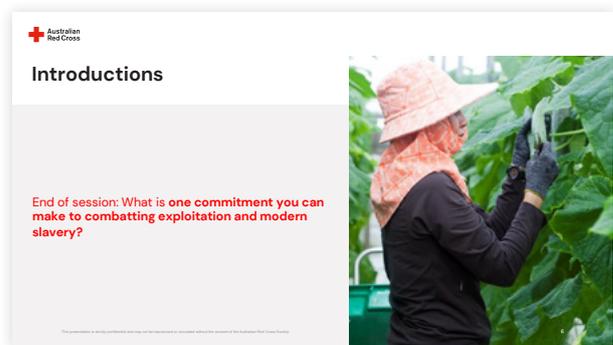
**Note:** Trainers can respond to questions throughout the session if they prefer.

- Although we do not intend to address personal experiences, we ask that any personal information we share today about ourselves, or the people and communities we work with be kept confidential.
- Before we start, if you could please introduce yourself and one thing that you are interested in or hoping to learn more about today.

**This can encourage participants to reflect on their expectations for the training and identify any learning needs they might have. See Activity 1 in the Activity Table for more information.**

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## Slide 6: Introductions



**Description:** The trainer encourages participants to engage with the training by considering practical actions they can take or commit to in their own contexts.

**Speaking note:** During the session, please consider if there is anything you could commit to doing in your workplace or community to respond to modern slavery and support those at risk, we will return to this at the end.

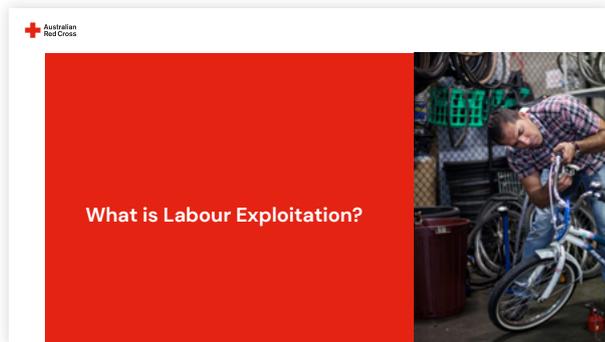
**Prompts:**

The following suggestions may be helpful if participants require some prompting to share learning goals.

You might like to learn more about:

- Labour exploitation as an issue
- Signs and indicators that could suggest that exploitation is happening
- Some factors that might place migrant communities at risk of exploitation
- How to respond if someone reports that they are being exploited or we see some signs of exploitation.
- You might like to hear some practical examples or stories of exploitation.

## Slide 7: What is Labour Exploitation

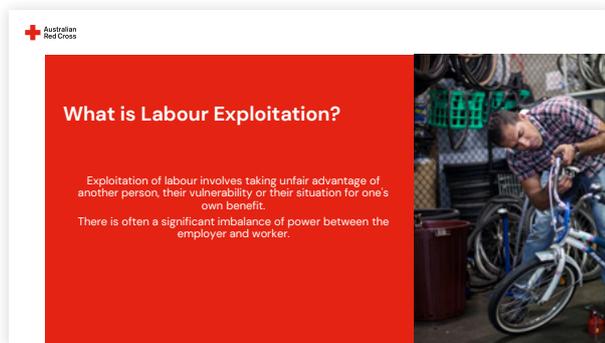


**Description:** Trainer engages the participants in the topic by checking their understanding of the term labour exploitation.

**Speaking notes:** What comes to mind when you think of the words Labour Exploitation? What are some words that you associate with it?

**Note:** At least 2 or 3 responses are adequate. Trainer to write the responses on the board (web based or physical).

## Slide 8: Defining Labour Exploitation



**Description:** The trainer outlines the main characteristics of labour exploitation.

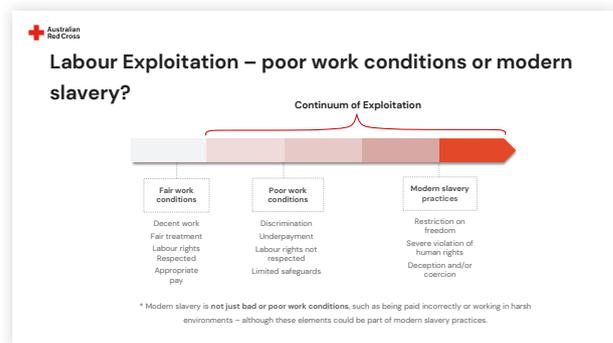
**Speaking notes:** Although there is no nationally or internationally agreed upon definition, labour exploitation can generally be understood as:

- Someone taking unfair advantage of another person or their vulnerability, for their own benefit.
- There is often a significant imbalance of power between the worker and their employer.
- Labour exploitation can also happen in social or intimate/family relationships as well, not just in situations where there is a formal employment relationship.

**Note:** At this point, it may be common for participants to begin to reflect on situations they have come across either in their work or personal

lives and start to question if these situations amount to labour exploitation. The trainer can encourage this reflection; however, suggest that questions of this nature are held until later in the training.

## Slide 9: The Labour Exploitation Continuum



**Description:** The trainer introduces the concept of labour exploitation as a continuum, identifying that poor work conditions may resemble modern slavery practices, but there are additional issues in modern slavery that mean these practices come with more severe criminal penalties.

**Speaking notes:** Labour exploitation can be understood as a spectrum. There are different types of labour exploitation that range from poor work conditions to conditions amounting to modern slavery, where a person is not free to stop working or leave their place of work. On the left side of this spectrum, we see fair work conditions that include fair pay and treatment. Then we see the continuum of exploitation move towards poor work conditions such as underpayment and excessive working hours. These unfair work practices can violate workplace laws and may be subject to investigation, with employers facing penalties, fines, or even imprisonment depending on the severity of the breach.

As we move toward the right-hand side of the continuum of exploitation, conditions get increasingly worse and become modern slavery. A modern slavery situation is when someone is not able to leave their work or change their work conditions because of deception, coercion or threats.

What is important to remember is that modern slavery can include one or more of the issues that we see in poor work conditions, but there are additional issues that are related to these practices.

**Note:** At this point, participants might mention specific situations and seek clarity on whether these situations amount to poor work conditions

or modern slavery. An example of a potential question is provided below, along with a suggested response.

Potential questions:

Question 1: I know of someone who was underpaid by their employer. Their boss also used to make sexual remarks at them and yell at them all the time. Would this situation amount to modern slavery?

Response 1: Great question. It is good that you are starting to think about the different elements involved in an exploitative situation. We will discuss labour exploitation practices in more detail soon, so we will come back to your question then.

## Slide 10: Defining Modern Slavery

**Defining Modern Slavery**

Modern slavery refers to a range of practices that involve coercion, threats or deception to exploit people and deprive them of their freedom. These practices include forced labour, trafficking, debt bondage, forced marriage, servitude and slavery.

These are serious crimes globally and in Australia.

It is estimated that there are 4,000 people living in modern slavery in Australia.

However, only 1 in 5 victims/survivors in Australia are identified.

Description: Trainer further defines the concept of modern slavery.

Speaking notes: Modern slavery refers to a range of practices that involve coercion, threats or deception to exploit people and deprive them of their freedom. These practices include forced labour, trafficking, debt bondage, forced marriage, servitude and slavery. These are serious crimes globally and in Australia.

## Slide 11: High risk industries and groups

**High risk industries and groups**

Labour exploitation and modern slavery can happen anywhere in Australia. It occurs in different regions and within different industries. It happens in commercial workplaces and private homes. Jobs considered high risk include, but not limited to:

- Hospitality
- Agriculture
- Logistics
- Construction
- Retail
- Domestic work

Modern slavery can happen to anyone, but those at higher risk include:

- People with temporary visas
- Women
- Migrant people
- Refugees and people seeking asylum
- Workers in private settings
- People with disabilities

Description: Trainer details industries and groups at high risk of labour exploitation.

Speaking notes: Anyone can experience labour exploitation and modern slavery.

- It can happen anywhere in Australia and in commercial workplaces as well as private homes.
- However, there are a number of factors that increase the risk of exploitation.
- Job industries considered high risk include, but not limited to:
  - Hospitality
  - Agriculture
  - Logistics
  - Construction
  - Retail and
  - Domestic Work
- People and groups who face greater risk include:
  - People with temporary or no visas
  - Women
  - People who are isolated
  - People from refugee backgrounds and those seeking asylum
  - Workings in private settings
  - People with disabilities

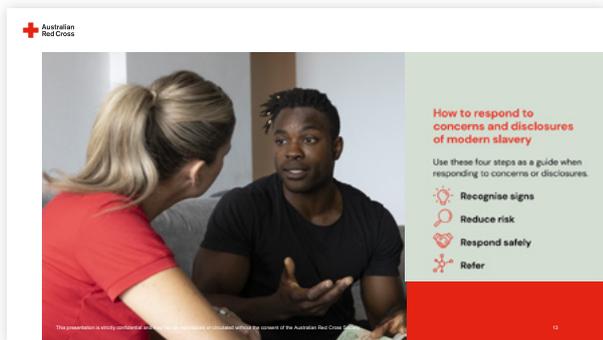
## Slide 12: Video



Description: Trainer plays the 1-minute video reinforcing what labour exploitation and modern slavery are and highlighting why people from migrant and refugee backgrounds are at heightened risk.

Speaking notes: Let's recap what we have covered so far by watching this short video clip which concludes with some key risk factors and barriers faced by people from migrant and refugee backgrounds.

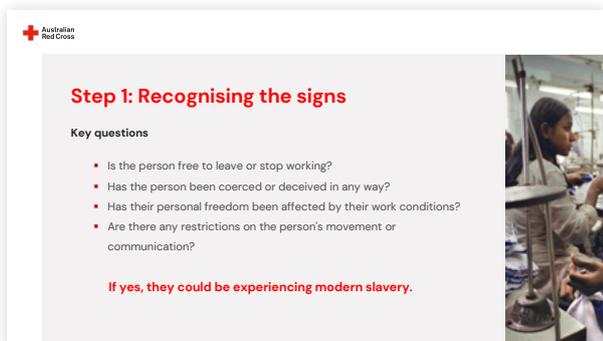
## Slide 13: How to respond to concerns and disclosure



**Description:** Trainer explains the importance of responding appropriately to concerns and disclosures, and 4 key steps that can be used for this purpose.

**Speaking notes:** In order to prevent, respond to, and support someone experiencing exploitation and modern slavery, it is important for us to be able to identify the signs, reduce the risks for that person in seeking help, respond safely in a trauma-informed manner, and know where and how to refer them to specialised supports that are available

## Slide 15: Recognising the signs



**Description:** Trainer outlines some foundational principles to keep in mind when considering indicators of modern slavery in people's situations.

**Speaking notes:** The low rate of identification of victim-survivors connects to the phrase used for modern slavery, "hidden in plain sight". When we think about what we can do to better identify the issue and support victim-survivors, the very first point is being able to recognise the signs.

We will see that there can be many different indicators of modern slavery in the workplace, but keeping these 4 critical questions in mind is key.

- Is the person free to leave or stop working?
- Has the person been coerced or deceived in any way?

- Has their personal freedom been affected by their work conditions?
- Are there any restrictions on the person's movement or communication?

## Slide 16: Case study: Mina



**Description:** The trainer presents a case study illustrating a modern slavery situation, allowing participants to practice applying the response steps.

**Speaking notes:** Let's take a moment to look at Mina's story as an example of circumstances you may come across.

- Mina has been sponsored to work in Australia on a temporary working visa. She works on a strawberry farm, making \$10 an hour. Her boss tells her that she is not able to keep any of her earnings, as she needs to repay him \$20,000 for the costs of sponsoring her and getting her a visa.
- Mina is made to work 12 hours a day, 6 days a week. Her boss always goes with her when she wants to leave the farm to go to the shops or needs to see a doctor.
- Mina's passport and visa documents are with her boss, who threatens to have her deported if she tells anyone about her work conditions.

## Slide 17: Indicators of Modern Slavery



**Description:** The trainer introduces additional indicators.

Speaking notes: There are a variety of indicators (sometimes referred to as signs or red flags) that could suggest that someone is in a situation of exploitation or is at risk of exploitation.

These can include:

- Travel documents have been taken away
- Restricted freedom of movement, person is monitored, guarded or confined
- No discretion over life decisions
- Living at the workplace or accommodation controlled by the employer
- Feel unable to end employment/relationship at anytime
- Excessive hours of work
- Threatened and or actual physical or sexual violence
- Abusive living and/or work conditions
- Labour is provided as security or to pay off inflated debt
- Withholding, underpayment or no payment of wages
- Deceived or lack of information about nature and conditions of work/stay
- Person is isolated in terms of location, socially or by language.

## Slide 18: Case study

**Australian Red Cross**

**Case study | Mina**

Mina has been sponsored to work in Australia on a temporary working visa. She works on a strawberry farm, making \$10 an hour. Her boss tells her that she is not able to keep any of her earnings, as she needs to repay him \$20,000 for the costs of sponsoring her and getting her a visa.

Mina is made to work 12 hours a day, 6 days a week. Her boss always goes with her when she wants to leave the farm to go to the shops or needed to see a doctor.

Mina's passport and visa documents are with her boss, who threatens to have her deported if she tells anyone about her work conditions.

**What indicators can you identify?**

Description: The trainer returns to the case study of Mina and prompts participants to identify indicators of modern slavery.

Speaking notes: In terms of what Mina is experiencing, what factors of her story could indicate she is experiencing labour exploitation or modern slavery?

**Note: Trainer to encourage the following responses from participants:**

- Travel documents have been taken away
- Labour is provided as security or to pay off inflated debt
- Restricted freedom of movement, person is monitored, guarded or confined

- Excessive hours of work
- Withholding, underpayment or no payment of wages
- Threats.

## Slide 20: Step 2: Reduce Risk

**Australian Red Cross**

**Step 2: Reduce Risk**

When responding to concerns or disclosures of exploitation, it is important to develop a holistic understanding of the person's situation by assessing risks, needs, strengths and protective factors. This is an ongoing process, as these factors are likely to shift and change over time.

Risks	Needs	Strengths / Protective Factors
Deportation	Legal advice	Awareness of legal services
Distress	Psychological wellbeing	Strong family bonds
Loss of income	Financial stability	Eligible for Centrelink
Food insecurity	Material aid	Access to food bank
Homelessness	Stable housing	Alternative housing available
Physical harm	Safety	Safety plan in place
Substance addiction	Healthcare	Willingness to seek help

Description: Trainer describes the step of reducing risk and provides examples of what risks, needs and strengths/protective factors are. Trainer highlights why these are useful concepts when building a holistic understanding of someone's situation. Trainer refers to the case study and asks the participants to identify risks, needs, and strengths in the case.

Speaking notes: When responding to concerns or disclosures of exploitation, it is important to develop a holistic understanding of the person's situation by assessing risks, needs, strengths and protective factors and this is what reducing risk is all about.

- In terms of risk, we need to assess factors that could endanger or further harm the person.
- Assessing needs means identifying what needs to be addressed as a priority, in the short-term and in the long-term, making sure that urgent and safety needs are addressed before working towards longer term goals.
- Because ultimately the person themselves is the expert in their situation, identifying strengths can also help reduce risks and protect the person.
- If we look at these examples and relate them back to Mina's experience:
- What risks are indicated in Mina's story?

**Trainer can encourage the following responses from participants for example:**

- Deportation
- Distress
- Homelessness
  - What needs might she have?

**Trainer can encourage the following responses from participants for example:**

- Healthcare

- Material aid
- Psychological wellbeing
- Financial stability
- Safety
- Stable housing

What might her strengths be?

Trainer can encourage the following responses from participants for example:

- Willingness to seek help.

Trainer can revert to the Case Study: Mina slide at any point in time if participants need to refer to it again.

## Slide 22: Step 3: Respond safely

Description: Trainer introduces the step of responding safely by explaining safety planning and detailing examples of safety strategies.

Speaking notes: Now we are up to the third step, which is responding safely.

- Safety planning is a key component of this step. It is a process where we map out strategies to minimise risk and promote someone's safety and the safety of the services that are involved. Safety planning is mainly informed by an individual's assessment of their risk factors and developed through a process of collaboration with the person providing a response.

Here is a brief list of common safety planning strategies; as we review them, think about which ones you might include in a safety plan for Mina and what additional ideas could be incorporated.

- Providing emergency contact numbers and details of support services.
- Identifying friends or family members who could assist in the event of an emergency.
- Sharing concerns with a supervisor and escalating issues in a timely manner.
- Discussing a safe location the person can go to if they are in danger.
- Identifying a secure place for the person to store valuables in case they need to access them immediately.

- Choosing safe methods to communicate with the person (e.g. emails rather than texts). Discussing cyber/online safety (e.g. turning off location settings, getting a new phone and number if possible, changing passwords for all online accounts). Planning measures to protect any children involved.

Trainer does not need to open discussion or responses for this slide.

## Slide 24: Step 4: Respond safely

Description: Trainer outlines the final step which is making referrals to appropriate support services and what good practice principles to follow during this process.

Speaking notes: The final step in responding and supporting someone is making referrals to appropriate services to connect them with relevant assistance.

- This step is crucial in connecting people to help.
- This process must be voluntary, and the person at risk must provide informed consent before you refer them to another agency.
- Considerations to make during this step when supporting someone such as Mina includes:
  - Communicating the role of services and what referral processes may look like.
  - Documenting consent where appropriate.
  - Services offered are tailored to the person's immediate, short-term and long-term needs.
  - Selecting credible and professional services.
  - Confirming eligibility criteria with services prior to making referrals.
  - Following up with the person to see how their experience has been with the service.
  - Storing information about the referral in a safe, ethical and confidential manner.

## Slide 25: Key Referral Agencies

**Key Referral Agencies**

**Australian Red Cross**  
 For free and confidential information about support options.  
 Australian Red Cross provides free and confidential support for people who have experienced or are at risk of modern slavery. We can help you understand your options and support you through the process.

**Anti-Slavery Australia**  
 For free and confidential legal advice.  
 Anti-Slavery Australia provides free and confidential legal advice to people who have experienced or are at risk of modern slavery. We can help you understand your options and support you through the process.

**Australian Federal Police**  
 To report a possible case of modern slavery.  
 The Australian Federal Police (AFP) can assist people who are experiencing modern slavery. We can help you understand your options and support you through the process.

**If the person is in immediate danger call 000**

**Description:** Trainer details some of the key agencies available to refer people to for support related to modern slavery.

**Speaking notes:** There are a variety of support services you can refer someone like Mina to for help, however, here are some key that specialise in responding to modern slavery:

- Australian Red Cross:
- Australian Federal Police: The Australian Federal Police (or AFP) investigates cases of modern slavery. Currently, the AFP can refer suspected cases of modern slavery to the Support for Trafficked Program, which the Australian Red Cross delivers.
  - The AFP has a confidential reporting hotline that anyone can call and there is information about this process on the website. AFP’s reporting hotline is available 24 hours a day, seven days a week.
- Anti-Slavery Australia: Anti-Slavery Australia (or ASA) is a legal center that offers free and confidential legal advice to people who have experienced modern slavery, or people who might be at risk and want more information and advice about their options.
- Additional Referral Pathway:
- Life Without Barriers:
  - If someone is in immediate danger, contact triple zero for urgency, emergency support.

## Slide 26: Key Referral Agencies

**Key Referral Agencies**

**Additional Referral Pathway**  
 The Additional Referral Pathway is a way for people to access support if they are experiencing or have experienced exploitation known as modern slavery. It can help you to:

- access free and confidential support
- understand your rights and options
- connect to free legal advice about your experience of modern slavery
- address your immediate safety and wellbeing needs

If English is not your first language, we can refer you to the Australian Red Cross Support for Trafficked People Program. Phone: 1800 403 213. Website: [supportfortraffickedpeople.org.au/additional-referral-pathway/](http://supportfortraffickedpeople.org.au/additional-referral-pathway/)

**Description:** Trainer explains that the Additional Referral Pathway is a key referral agency, particularly those unable to unwilling to report to law enforcement.

**Speaking notes:** The Additional Referral Pathway can provide free and confidential support and information to those experiencing or who have experienced modern slavery. They can connect people with legal advice and support to meet immediate safety needs. Like AFP, they are also able to refer people to the Support for Trafficked People Program.

## Slide 27: Key Referral Agencies

**Key Referral Agencies**

**LIFE WITHOUT BARRIERS**  
 The Forced Marriage Specialist Support Program provides support for people at risk, in, or who have left a forced marriage.

Life Without Barriers can help you to:

- establish immediate safety
- access free legal, financial, and health support services
- build pathways to independence through employment and education
- work with families to re-establish connection and rebuild safer home environments

Phone: 1800 403 213  
 Website: [www.lwb.org.au/services/forced-marriage-support/](http://www.lwb.org.au/services/forced-marriage-support/)

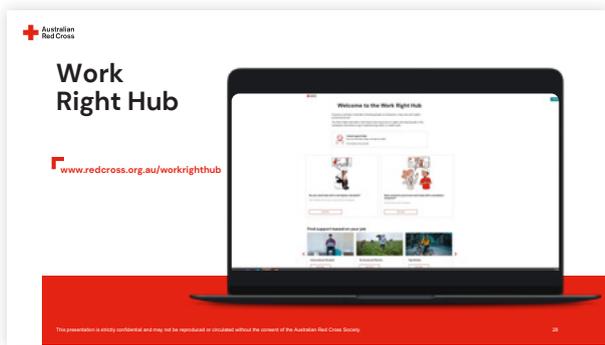
If you need an interpreter, call the Translating and Interpreting Service (TIS) on 131 450 and ask to connect to the Forced Marriage Specialist Support Program on 1800 403 213.

**Description:** Trainers explain that the Forced Marriage Specialist Support Program was established and is delivered by Life Without Barriers. It is a specialist support for those at risk of or who have experienced forced marriage.

**Speaking notes:** The Forced Marriage Specialist Support Program is delivered by Life Without Barriers and provides support for people at risk, in, or who have left a forced marriage.

Support includes working with individuals to establish immediate safety, supporting holistic wellbeing and making connections to financial, legal and health providers, building pathways to independence through employment and education and working alongside families to re-establish connection and create safer home environments.

## Slide 28: Work Right Hub



**Description:** The trainer introduces the Work Right Hub as a consolidated source of further information about responding to labour exploitation and modern slavery.

**Speaking notes:** Today has been an introduction to identifying and responding to labour exploitation and modern slavery concerns, however there is so much we could explore further. This training was developed as part of the Work Right Hub, which is an online platform developed by the Australian Red Cross and funded through a grant from the Attorney General's Department where you and the communities you work with can obtain more detailed guidance and information.

- The Work Right Hub has been developed alongside people from migrant backgrounds, and with lived experience of labour exploitation or modern slavery, as well as in consultation with frontline services.

## Slide 29: Work Right Hub Toolkit



**Description:** The trainer describes the resources available on the Work Right Hub.

**Speaking notes:** The resources in the Work Right Hub are designed to help us in identifying risks and indicators, sharing useful information with at risk people, and navigating which agencies to contact.

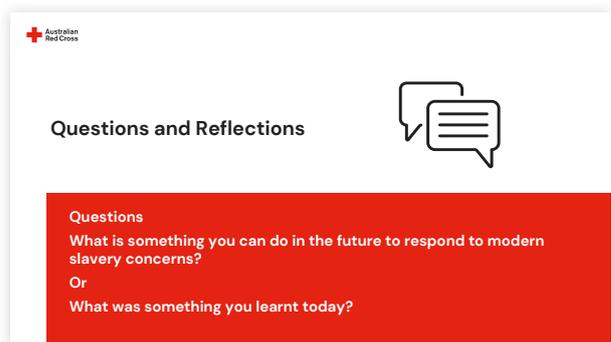
The resources have been developed by the Australian Red Cross and include:

- A checklist available in different languages of tips when looking for and considering a new job

and what good working conditions look like.

- A glossary of simplified and translated common workplace terms and concepts, such as compensation, penalty rates, and superannuation.
- Posters and flyers with information on modern slavery and where to get support. These have been also translated into different languages.
- A downloadable guide that covers how to identify modern slavery, how to reduce risk and respond safely and how to refer people to support.
- National directory of organisations and agencies which can provide information and support to people experiencing labour exploitation.
- And a free, self-paced e-module on 'Understanding and Responding to Labour Exploitation in Migrant Communities'

## Slide 30: Questions and Reflections



**Description:** Trainer facilitates final questions and reflection, encouraging the group to share what they have learned. This is a good opportunity to refer back to the learning goals that participants shared at the start of the training and reflect on whether these goals have been achieved.

**Speaking notes:**

**Prompts:**

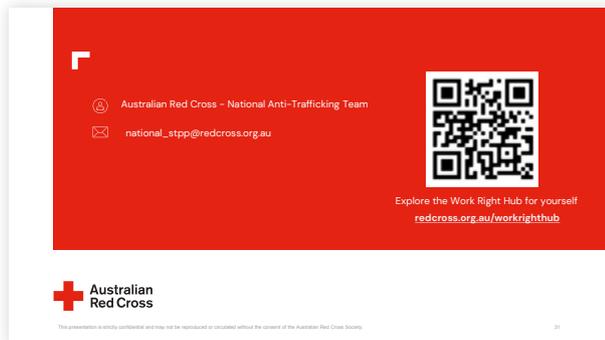
- If we return to the question of what can we do moving forward to respond to labour exploitation and modern slavery, is anyone able to identify something they can do and commit to in the future in their workplace or community?
- Does anyone want to share something that they have learned today?
- What parts of the training stood out for you?

**Note:** If the Trainer chooses to use the Feedback Survey, they can introduce it here. If training is delivered face-to-face, the trainer may provide

participants with print copies of the Feedback Survey. If training is delivered online, the trainer may disseminate the survey using free online tools like SurveyMonkey.

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## Slide 31: Australian Red Cross Contact for Follow-up



**Description:** Trainer shares relevant contact details of Australian Red Cross for participants who want more information about the training or want to provide feedback on the training, training, or want to provide feedback on the training.

**Speaking notes:** Thank you very much for your participation and attendance today. If you would like more information about this training or if you would like to provide feedback to the Australian Red Cross about this training, please feel free to contact them through these channels.

