

Vulnerable Client Policy

Workplace Rehabilitation Services

Purpose

This policy outlines how Beneco identifies and supports **vulnerable clients** when providing workplace rehabilitation and return-to-work services.

A client may experience vulnerability due to:

- Injury or illness, including mental health conditions
- Financial or employment stress
- Family or domestic violence
- Disability or age-related needs
- Cultural or language barriers
- Isolation, grief, or other personal circumstances

This policy applies to all Beneco staff, contractors, and service providers involved in workplace rehabilitation activities.

Our Mission and Values

Our team brings decades of experience in improving the quality of care in the rehabilitation space that works to support businesses, people, and their families. We are passionate about the wellbeing of others and supporting people through injury or illness. Helping people return to a normal life and creating a happier and healthier environment.

We put our values at the heart of everything we do. At the core of what we do, our values are to:

- **Be Collaborative,**
- **Act with Integrity,**
- **Lead the Way, and**
- **Care**

Our Commitment

Beneco is committed to:

- Treating all clients with **dignity, empathy, and respect**
- Recognising and responding to **individual support needs**
- Communicating in **plain, accessible language**
- Offering **flexible, tailored services** to support recovery and return to work
- Upholding our current commitment to our customers for **high-risk disclosures**.
- Maintaining **privacy and confidentiality** in accordance with the **Beneco Privacy Policy**.

Identifying and Supporting Vulnerable Clients

- We **proactively look for signs of vulnerability** during all interactions.

- Clients are **encouraged to let us know** if they need additional support.
- With consent, we **record relevant information securely** to ensure consistent and appropriate support.
- **Interpreter, cultural liaison, or support persons** can be engaged at the client's request.
- We work closely with **treating practitioners, employers, and other stakeholders** to provide coordinated support.

Rehabilitation and Return-to-Work Support

- We provide **individualised rehabilitation plans** that take account of the client's personal circumstances.
- Appointments and services are delivered **flexibly and sensitively**, with options for:
 - Adjusted scheduling or remote appointments
 - A support person or representative present
 - Accommodations for fatigue, cognitive challenges, or accessibility needs
- We aim to **remove barriers to recovery**, including by supporting workplace adjustments and psychosocial needs.

Financial and Emotional Considerations

- Rehabilitation can occur during times of **financial or emotional stress**.
- We will:
 - Be **considerate and flexible** when scheduling or requesting information
 - Liaise with other stakeholders, where appropriate, to **support the client's wellbeing**
 - Ensure clients are **not pressured** into activities that are unsuitable for their recovery

Assessments and Information Gathering

- Assessments are:
 - **Limited in duration** (generally no longer than 90 minutes)
 - Able to be completed in **sessions of shorter duration** if required
 - Conducted in an environment that **prioritises client comfort and safety**
- Clients may have a **support person or interpreter** present during any assessment.

Complaints and Feedback

- Clients can **raise concerns or provide feedback at any time**.
- We will:
 - Acknowledge complaints **promptly**
 - Aim to **resolve all complaints quickly and fairly**
 - Provide details of **external complaint pathways** if a matter cannot be resolved directly

Safeguarding Clients

Beneco is committed to the safety and wellbeing of all clients, particularly those at greater risk of harm, exploitation, or neglect.

Our safeguarding approach includes:

- **Definition:** Safeguarding means protecting the welfare and rights of people in our care, particularly those who may be vulnerable.
- **Commitment:** We maintain safe environments and practices to prevent abuse, mistreatment, or exploitation of any kind.
- **Risk management:** We assess risks regularly, monitor safety, and act to address concerns quickly.
- **Recruitment and conduct:** All staff and contractors are screened and trained in safeguarding responsibilities and standards of professional conduct.
- **Reporting and response:** Concerns, suspicions, or allegations are treated with urgency, confidentiality, and respect, with prompt action to protect those involved.
- **Accountability:** Safeguarding responsibilities are embedded in our governance and subject to regular review, training, and continuous improvement.

Governance and Continuous Improvement

- All Beneco rehabilitation staff will receive **training on vulnerability awareness**.
- Staff will receive training for **trauma-informed practice** and **cultural awareness training** where relevant.
- This policy is **reviewed annually** to ensure it remains effective and client-focused.
- Any service providers acting on Beneco's behalf must **comply with this policy**.

If you are receiving workplace rehabilitation support and need extra assistance, please let us know through your Beneco contact or:

- Email: hello@beneco.com.au
- Phone: 1300 023 632
- Our website: [Beneco.com.au](https://beneco.com.au)

Our team is committed to providing **safe, fair, and supportive services** throughout your recovery and return-to-work journey.