



DIVERSITY

Indigenous, LGBTIQA, DFV, Specialist Support, Equity & CSR

Diversity

Indigenous

Benestar is aware that providing support to Aboriginal and Torres Strait Islander employees requires an understanding of both the current and historical contexts that influence Aboriginal participation in the workplace. While acknowledging the importance of inclusion, Benestar acknowledges the importance of the need to recognise and support the cultural factors that can influence Aboriginal and Torres Strait Islanders experience of support services.

Benestar is aware of the importance of the preferred term of Social and Emotional Wellbeing (SEWB) and the 9 guiding principles set out in the Ways Forward national consultancy. Our clinicians are aware of the importance of practicing according to the guiding principles.

1. Health as holistic
2. The right to self-determination
3. The need for cultural understanding
4. The impact of history in trauma and loss
5. Recognition of human rights
6. The impact of racism and stigma
7. Recognition of the centrality of kinship
8. Recognition of cultural diversity
9. Recognition of Aboriginal strengths

We have a group of 123 clinicians across our staff and associate network that are able to provide support and coaching to organisations and employees around supporting Aboriginal and Torres Strait Islanders in the workplace. Aboriginal and Torres Strait Islander cultural competence training has been made available via our online training platform to support our clinicians in improving knowledge and understanding of Aboriginal and Torres Strait Islander mental health care to achieve better outcomes. These three e-learning modules have been developed by The Royal Australian and New Zealand College of Psychiatrists and cover Interviewing an Aboriginal or Torres Strait Islander patient, Developing a mental health management plan for an Aboriginal or Torres Strait Islander patient, and Formulation of a case management plan involving an Aboriginal or Torres Strait Islander patient.

Benestar works with multiple organisations to increase participation of indigenous people in the workforce. We have developed bespoke programs for organisations such as Westpac and Rio Tinto who both have aggressive targets for increasing workforce participation. Our programs include coaching for managers in how to best support these workers, provision of customised materials to engage the workforce and address key issues, and implementing

specific programs such as well check services. In doing so we engage with a number of indigenous suppliers including psychologists, academics and community service groups. We have a team of cross-cultural specialists and indigenous awareness is a core component of accreditation for all of the Benestar team.

LGBTIQA

Benestar works hard to ensure our workforce reflects the communities we service and we are proud members and active contributors to a number of organisations such as Pride in Diversity. Pride in Diversity are the publishers of the Australian Workplace Equality Index (AWEI), Australia's national benchmarking instrument for all aspects of LGBTIQA workplace inclusion from which the Top 20 Employers for LGBTIQA employers is determined. Benestar participated in the AWEI for the first time in 2016. Since 2016 our key achievements are:

- Establishment of the Pride@Benestar (Benestar LGBTIQA Employee Network Group)
- Audit of, and improvements to, our group HR policies to ensure they clearly articulate support for LGBTIQA employees in important areas such as anti-discrimination and equal opportunity, anti-bullying and harassment, and parental leave using inclusive language and terminology
- LGBTIQA inclusion training offered and delivered to Benestar staff and contractors
- Recognition of, and visible participation in, important LGBTIQA dates of significance including 'Wear it Purple' Day and IDAHOT day.

Domestic & Family Violence

Benestar will comply with the Domestic and Family Violence Protection Act 2012. In particular, Benestar is cognisant of the principles of Part 5A Information Sharing, including: Information sharing; Confidentiality of shared information; Guidelines for sharing and dealing with information; Protection from liability for giving information.

Benestar is highly experienced in handling confidential information and assessing both personal and customer safety and risk. Benestar is acutely aware of the circumstances that may arise that would lead to a release or partial release of information and how to manage this process with individuals, organisations and the relevant regulatory and statutory authorities. Benestar views both client confidentiality and safety as paramount and always works to achieve both, but ultimately puts the 'preservation of life' first.

Benestar has put a number of initiatives in this area in place including:

- Benestar hosts quarterly Domestic and Family Violence networking forums for its Queensland customer's key Domestic and Family Violence stakeholders. These are attended by representatives from Queensland Government, private and public companies and NGOs. The purpose is to have a forum to educate and share learning on best practise and policy, challenges and successes and connect organisations together

to assist and support each other. In turn, assisting organisations to both manage issues pertaining to Domestic and Family Violence and to assist in creating organisational culture change in relation to Domestic and Family Violence in the workplace.

- Benestar is a White Ribbon partner <http://www.davcorp.com/about/white-ribbon-partner.aspx> and we have completed the White Ribbon Australia Workplace Accreditation Program

As part of our company rebrand Benestar has implemented additional initiatives to address this critical issue as follows:

- Our online health and wellbeing portal will contain an e-learning module to build awareness of the issues surrounding domestic and family violence. This will be available at no cost and will take approximately 20 minutes to complete
- We are partnering with the Luke Batty Foundation and will have video and podcast content on domestic violence that has been recorded by Rosie Batty for Benestar

Benestar recognises the importance of domestic violence support and since 2016 has offered services to support organisations to assist their workforce:

10. Provision of a dedicated case management service for those who may be experiencing any form of domestic violence; and
11. Provision of training in domestic violence.

Specialist Support for DFV, LGBTIQA, Indigenous, Disability

Benestar's employee support framework is based on a short term, client led case management model. Our management of employee support referrals includes:

- Matching support interventions with client preferences. This may include location, mode of delivery (telephone, face to face, video or live chat) or clinician skill set.
- Benestar clinician database has a mapping of all clinician skill sets so that an appropriate matching can be completed if a specific skill set is requested at the time of booking (e.g. Indigenous, LGBTIQA, Disability)
- Assessment to develop a tailored support plan
- Facilitation of requests for specialised service types
- We do not assume, discriminate or pre-empt an employee's support needs or preferences. The development of a support plan is informed by the initial clinical assessment and developed in collaboration with the employee; the employee is engaged as an active partner in identifying priorities for support and an appropriate, "best fit" support plan. This may include
 - Short term psychological support and case management
 - Referral to an EAP clinician with a specific skill set (Indigenous, LGBTIQA, Disability)
 - Referral to a specialist case management service (DFV Case management)
 - referral to specialist community services (e.g. support groups, specialist treatment programs, transition to longer term treatment pathways)

- Benestar has supported clients with our specialised case management services. The service has provided support to both employees and managers

There are 2 pathways to receiving Specialist Support – 1) Indirect as per Core Specialist services; and 2) Direct (eg. HR/WHS Manager) as per Specialist services.

Equitable Employer

Benestar is a fair and equitable employer and seek to provide workplace opportunities for all individuals. In our current workforce we have three visually impaired employees and have made technology accommodations to ensure they can contribute successfully. We additionally have several employees with significant mental health concerns including bi-polar and support them to be positive and active contributors to our business. We have had previous employees who were wheelchair bound and had hearing impairments and in each case we have made the appropriate accommodations to ensure they were able to contribute in a respected and meaningful manner.

Corporate Social Responsibility

Our community investment philosophy is simple – it is to demonstrate corporate leadership by doing the right thing. We aim to create a positive impact for both the community and the business. Our purpose is to “help people get on with their lives”. When we partner with local non-profit organisations, we look at how our contribution will address a social need such as: Healthcare for children and the disabled; Medical and emergency care; Support for the disadvantaged; and Mental health support. Our community investment program is also designed to build customer and community trust and to:

- Ensure our staff feel good about working for a corporate leader that cares about the community
- Strengthen our relationships with key business and community stakeholders.

Through our programs we aim to:

- Identify initiatives that reflect our commitment to “helping people get on with their lives”
- Align ourselves with events and initiatives that reflect our values, brand principles and personality
- Attract worthwhile community investment partners who are aligned with our brand
- Clearly articulate our partnership philosophy and expectations
- Ensure the community investment offers mutually beneficial opportunities to Benestar and the recipient, with measurable milestones.

We work with a community framework, which helps guide our selection of recipients and the ways in which we leverage and measure our level of community investment.

Benestar is a strong supporter of regional businesses and SMEs. We provide specific programs at reduced costs for SMEs, directly engage a large number of small business in regional areas, and many of our primary providers (such as our printing provider) are SMEs.

Benestar has a strong focus on protecting the environment, minimising adverse environmental impacts, reducing resource consumption, and enhancing the sustainability of our business. We actively engage in a wide range of activities such as technology component recycling, use of grey water in multiple locations, engage mobile muster, participate in Earth Hour and use recycled materials wherever possible. Our environmental policy demonstrates Benestar's commitment to sustainability and sound environmental practices. It highlights how the principles of sustainability should be integrated in all of our operations, activities and services delivery. Benestar is committed to:

- Protecting and conserving the environment, including natural resources
- Reducing the ecological footprint of the Benestar through the encouragement of avoidance of waste, sustainable use of resources and update of social responsibility and sustainable lifestyle practices Preventing and minimising our impact on the environment by incorporating the principles of sustainability into policy and procedure;
- Excellence in sustainability and corporate social responsibility, utilising current best practices where possible and applying expertise within the Benestar to contribute to managing issues where applicable.

Benestar has been a long-term investor in the communities we serve and are active participants in a wide range of events that support charitable organisations or community groups including:

- St. Vincent de Paul CEO Sleepout (Benestar CEO participation over multiple years)
- OzHarvest CEO Cookoff (Benestar CEO participation)
- City to Surf teams supporting Beyond Blue
- Provision of pro-bono work for Beyond Blue providing content and advice for a publication to support employees following redundancy
- Provision of EAP Services at net cost for a number of not for profit agencies
- Contribution to the communication and engagement of corporate organisation to support R U OK Day (Benestar has been a foundation supporter since 2009)
- Financial contribution on behalf of Benestar following major natural disasters e.g. the QLD Premier's Flood Appeal
- Provision for all Benestar employees to have one day of paid Community Service Leave per annum

Everyone has a desire to be their best – in every area of their life. But sometimes we need a little help to get through tough times, to get our health back on track or to strive for higher performance.

If you're looking for an experienced partner to champion the potential of good health in your organisation, talk with us today.

Contact us

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[benestar.com](https://www.benestar.com)

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