

Code of Conduct:

1. Purpose and Scope

- 1.1 Veracity Training & Counselling ("We", "Our", "Us") is committed to maintaining a safe, respectful, and inclusive environment. This Code of Conduct ("Code") sets clear expectations for behaviour and responsibility across all aspects of Our Services, whether in Counselling or Training.
- 1.2 This Code applies to all Clients, Participants, Staff, Contractors, and others engaged with Us. It should be read together with Our Terms and Conditions, Privacy Policy, Well-Being Policy, and Psychosocial Policy.
- 1.3 This Code of Conduct is a policy-level document. It is not a contract and does not itself form part of Our Terms and Conditions. However, it provides important guidance on expected conduct, and We may rely on it to guide how We manage Our Services and set behavioural expectations.

2. Our Core Values and Principles

- 2.1 **VERACITY** – We are truthful and clear in all communications and actions. We commit to honesty and transparency in delivering Our services.
- 2.2 **TRUST** – We build and maintain trust through reliability, consistency, and respect. We honour confidentiality and the confidence placed in Us.
- 2.3 **ACCOUNTABILITY** – We take responsibility for Our decisions, actions, and their outcomes. We are answerable to Ourselves, Our clients, and Our colleagues.
- 2.4 **CARE** – We act with empathy, compassion, and respect for each person's dignity. We prioritise psychological and emotional wellbeing in Our interactions.

3. Standards of Behaviour

- 3.1 Clients and Participants must:
- Treat others with respect and courtesy.
 - Engage constructively in Counselling or Training.
 - Avoid inappropriate conduct, including harassment, bullying, discrimination, abuse, or disruptive behaviour.
 - Follow any reasonable directions from Our Staff or Contractors.
- 3.2 Staff and Contractors must:
- Carry out their duties diligently, ethically, and in line with professional obligations.
 - Support Well-Being and manage psychosocial risks.
 - Maintain confidentiality and comply with the Privacy Act 1988 (Cth).
 - Ensure their actions uphold Our reputation and service standards.

4. Health, Safety and Well-Being

- 4.1 We maintain a zero-tolerance policy for behaviour that compromises safety or well-being.
- 4.2 All parties must take reasonable steps to protect their own safety and the safety of others.
- 4.3 Alcohol, drugs, or any substance that impairs performance or judgment must not be used when engaging with Our Services.
- 4.4 We encourage self-care and support pathways (including crisis services) as outlined in Our Well-Being Policy.

5. Conflicts of Interest

- 5.1 A conflict of interest arises where personal interests could improperly influence professional responsibilities.
- 5.2 All conflicts (actual, potential, or perceived) must be disclosed to Us promptly.
- 5.3 Staff and Contractors must avoid conflicts of interest in decision-making and service delivery.

6. Privacy and Confidentiality

- 6.1 We handle personal and sensitive information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles, and Our Privacy Policy.
- 6.2 Clients, Participants, Staff, and Contractors must respect confidentiality and protect personal information.
- 6.3 Confidentiality may only be broken where legally required or to prevent serious and imminent risk of harm.

7. Use of Technology and Social Media

- 7.1 Communication tools must be used respectfully, without harassment, discrimination, or inappropriate content.
- 7.2 Staff and Contractors must not make public comments on behalf of the Company unless expressly authorised in writing. 'Public comments' include statements to the media, conference presentations, publications, and any posts or interactions on social media, forums or messaging apps that could reasonably be connected with the Company.

7.3 Social media use must not damage Our reputation or relationships. Staff and Contractors must not imply they speak for the Company, and must not disclose Confidential Information or any personal information about Clients, Participants or Staff. Compliance with Our Privacy Policy and applicable law (including the Privacy Act 1988 (Cth)) is required.

8. Off-Duty and External Conduct

8.1 Off-duty or external conduct—including online activity—that has a real and demonstrable connection to Our Services or relationships (for example with Clients, Participants, partners, or Staff) and that adversely affects safety, trust, or Our reputation may be addressed under this Code, to the extent permitted by law.

8.2 Secondary employment or roles that create conflicts of interest must be disclosed.

9. Reporting and Breaches

9.1 Concerns or breaches should be reported promptly to info@vtac.life.

9.2 Breaches of this Code may result in:

- Termination of participation in Services;
- Disciplinary or contractual action;
- Referral to external authorities where required by law.

9.3 Serious misconduct includes bullying, harassment, discrimination, violence, breaches of confidentiality, and attending under the influence of drugs or alcohol.

10. Changes to This Code of Conduct

10.1 We may update this Code of Conduct if laws, professional standards, or Our practices change. The latest version will be on Our website at <https://www.vtac.life/vtac-other-policies> with the revision date.

10.2 Changes take effect immediately upon publication unless otherwise specified.

10.3 Continued use of Our Services indicates acceptance of the updated Code of Conduct.

10.4 You may choose to review this Code of Conduct periodically for any updates.

11. Interpretation

11.1 Headings are for convenience only and do not affect interpretation.

11.2 A reference to “including” means “including without limitation”.

11.3 A reference to a party includes that party’s executors, administrators, successors and permitted assigns.

11.4 A reference to a law includes that law as amended, re-enacted or replaced and any subordinate legislation.

11.5 If a word or phrase is defined, its other grammatical forms have a corresponding meaning.

11.6 Capitalised terms have the meanings given in the Definitions section.

12. Definitions

For the purposes of this Code of Conduct, the following Terms shall have the meanings set forth below:

Client means any individual receiving Counselling, training, or related Services from Us.

Company means either Veracity Training & Counselling or Veracity Training Services (ABN 19738756107), referred to as ‘We’, ‘Our’ or ‘Us’.

Contractor means any independent person or organisation engaged by Us to provide Services on Our behalf, whether paid or unpaid.

Participant means an individual attending a Course or event delivered by Us, and may include Clients where applicable.

Services means Counselling, training, and related services provided by Veracity Training & Counselling.

Staff means employees, contractors, and volunteers engaged by Us in the delivery of Our Services.

VTAC has the same meaning as Company.

13. Contact Us

If You have any questions or concerns about this **Code of Conduct**, please contact Us at Veracity Training & Counselling;

Email: info@vtac.life