

Well-Being Policy:

1. Purpose

1.1 At Veracity Training & Counselling (“We”, “Our”, “Us”), We endeavour to foster an environment where Well-Being is valued, supported, and protected. This Well-Being Policy reflects Our belief that mental health, physical safety, emotional support, and respectful relationships are foundational to all Our services. This Well-Being Policy 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 how We deliver Our Services and the standards We uphold.

1.2 This Policy aligns with:

1.2.1 Australian Work Health and Safety Act 2011

1.2.2 Safe Work Australia’s psychosocial risk guidelines

1.2.3 Our internal policies, including Our Psychosocial Policy and relevant Terms and Conditions

2. Scope

2.1 This Policy applies to all Veracity Training & Counselling Facilitators, Participants, Clients, Contractors, and others involved in delivering and/or receiving Our Services—whether in-person, online, or hybrid formats.

3. Our Commitment to Well-Being

3.1 We aim to create an environment that supports:

3.1.1 Mental and emotional Well-Being

3.1.2 Psychological safety and respect

3.1.3 Opportunities for reflection, connection, and care

3.1.4 Recognition of the whole person beyond their role

3.2 We endeavour to do this by:

3.2.1 Treating everyone with respect and fairness, in line with Our Code of Conduct (see Our relevant Terms and Conditions)

3.2.2 Encouraging open, compassionate communication

3.2.3 Allowing space for personal needs (e.g. comfort breaks, mental rest, or quiet reflection)

3.2.4 Offering flexible options where possible for those experiencing hardship or distress (see Our relevant Terms and Conditions)

3.2.5 Empowering Our Team to act with care and discretion in supporting individuals

4. Practical Well-Being Measures

4.1 We attempt to embed Well-Being throughout Our operations by:

4.1.1 Facilitating Our services with an appropriate balance of content delivery along with opportunities for discussion and connection

4.1.2 Allowing Clients/Participants to step out of Courses or sessions at any time without judgment

4.1.3 Encouraging the use of personal support resources and professional mental health services

4.1.4 Providing warm, calm, and inclusive environments wherever possible

4.1.5 Respecting personal boundaries

5. Support Pathways

5.1 We are not a crisis support service. However, We can support by:

5.1.1 Listening with empathy and without judgment

5.1.2 Offering to pause or reschedule if possible

5.1.3 Referring to trusted support services when appropriate

6. Responsibilities

6.1 Clients/Participants are responsible for their own Well-Being and are encouraged to take reasonable steps for self-care. Clients/Participants should communicate with Us as soon as practicable if they need support or adjustments to be made.

6.2 Our Team are responsible for creating safe, inclusive environments and responding sensitively to Well-Being concerns.

7. Changes to This Well-Being Policy

7.1 We may update this Well-Being Policy if laws, professional standards, or Our operational requirements change. The latest version will be published on Our website at <https://www.vtac.life/vtac-other-policies> with the revision date.

7.2 As this Well-Being Policy is a policy-level document and not a contractual term, updates take effect immediately upon publication unless otherwise specified.

7.3 Your continued use of Our Services does not create contractual obligations under this Well-Being Policy, but it indicates Your acknowledgement of and alignment with the guidance it provides.

7.4 You may choose to review this policy periodically for any updates.

8. Interpretation

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

8.2 A reference to "including" means "including without limitation".

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

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

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

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

9. Definitions

For the purposes of this Well-Being Policy, 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.

Course(s) means training, workshops, and related events delivered by Us, excluding Counselling services.

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

Psychosocial Hazard means anything in the design or management of work that may cause psychological harm, including but not limited to those listed in clause 2.1 of the Psychosocial Policy.

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.

Well-Being means a holistic state of mental, emotional, and physical health, including safety, respect, and dignity in interactions and environments.

10. Contact Us

If You have any questions or concerns about this Well-Being Policy, please contact Us at Veracity Training & Counselling;

Email: info@vtac.life