

## Psychosocial Policy:

### 1. Our Commitment

1.1 Veracity Training & Counselling (ABN 19738756107) ("Company", "We", "Our", "Us") is committed to supporting a safe, respectful, inclusive, and mentally healthy environment. In line with Australian Work Health and Safety (WHS) laws and Safe Work Australia's Model Code of Practice: Managing psychosocial hazards at work, We take reasonably practicable steps to identify, eliminate, or minimise psychosocial hazards that may arise in the delivery of Our Services and in interactions with Clients, Participants, Contractors, and Staff.

1.2 This Psychosocial Policy should be read together with Our Privacy Policy, Code of Conduct, and relevant Terms and Conditions. This Psychosocial Policy is a policy-level document. It does not form part of the Terms and Conditions and is not, of itself, a contractual document. However, the behavioural standards and expectations reflected in this Policy may be incorporated into the Terms and Conditions to the extent necessary to support safe, lawful, and appropriate delivery of Our Services. We may take reasonable action in response to conduct that is inconsistent with those standards, including modifying, pausing, or ending participation in Services, subject to any rights You may have under the Australian Consumer Law.

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### 2. What Are Psychosocial Hazards?

2.1 Psychosocial hazards are aspects of work design, work management, or the work environment that may cause psychological harm. These may include, but are not limited to:

- 2.1.1 High or low job demands
- 2.1.2 Poor support or unclear roles
- 2.1.3 Exposure to trauma or distressing content
- 2.1.4 Bullying, harassment, or discrimination
- 2.1.5 Conflict or poor workplace relationships
- 2.1.6 Lack of respect, fairness, or recognition

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### 3. Preventative Measures

3.1 We endeavour to reduce psychosocial risks in connection with Our Services by taking reasonable and proportionate steps, including:

- 3.1.1 Providing clear, respectful, and inclusive communication before, during, and where applicable after engagement with Our Services.
- 3.1.2 Promoting respectful behaviour and addressing inappropriate conduct in accordance with the behavioural expectations outlined in this Policy, Our Code of Conduct, and as reflected in the applicable Terms and Conditions.
- 3.1.3 Promoting realistic workloads and expectations for Staff and facilitators where applicable.
- 3.1.4 Encouraging self-care and appropriate peer support where relevant.
- 3.1.5 Clarifying, where relevant (including in Mental Health First Aid courses), that training is educational in nature, is not a substitute for professional mental health support, and does not constitute Counselling services.
- 3.1.6 Routinely reviewing feedback, concerns, and incidents to identify potential psychosocial risks and taking appropriate action where required.

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### 4. If You're Feeling Distressed

4.1 We acknowledge that the nature of some topics discussed in Our Services may be emotionally challenging. Our training services are educational in nature and are not a substitute for counselling, psychotherapy, crisis support, or other therapeutic services.

4.2 If You are feeling distressed, overwhelmed, or unwell during a Course or other engagement with Our Services:

- 4.2.1 You are encouraged to monitor Your own wellbeing and to take steps You consider appropriate, including taking a break, stepping away, or choosing not to participate in particular discussions.
- 4.2.2 You are encouraged to speak with Us if You feel comfortable doing so. We may, where appropriate, assist in identifying practical options, such as taking a break, adjusting participation, or discussing rescheduling options in accordance with Our relevant Terms and Conditions.
- 4.2.3 You remain responsible for seeking appropriate personal, medical, or professional support outside the Course where required. If You require urgent support, You should contact appropriate services such as emergency services (000) or Lifeline (13 11 14).

4.3 Nothing in this Policy creates or extends any duty of care beyond that required by applicable law.

## 5. Changes to This Psychosocial Policy

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

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

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

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

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## 6. Interpretation

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

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

6.3 A reference to a party includes that party's successors or authorised representatives.

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

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

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

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## 7. Definitions

For the purposes of this Psychosocial 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 Veracity Training & Counselling (ABN 19738756107), trading under the business names Veracity Training & Counselling and Veracity Training Services, referred to in this Policy 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.

**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.

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## 8. Contact Us

If You have any questions or concerns about this Psychosocial Policy, please contact Us at Veracity Training & Counselling; Email: [info@vtac.life](mailto:info@vtac.life)

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