

## Well-Being Policy:

### 1. Purpose

1.1 Veracity Training & Counselling (ABN 19738756107) (“Company”, “We”, “Our”, “Us”) endeavours 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 the delivery of Our Services. This Well-Being 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, ethical, 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.

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

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### 2. Scope

2.1 This Policy applies to all Clients, Participants, Staff, Contractors, and others involved in delivering and/or receiving Our Services, whether in-person, online, or hybrid formats.

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### 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

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### 4. Practical Well-Being Measures

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

4.1.1 Facilitating Our Services with an appropriate balance of content delivery and 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

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### 5. Support Pathways

5.1 We are not a crisis support service and do not provide emergency or 24-hour support. If an individual is in immediate danger or requires urgent assistance, they should contact emergency services (000) or an appropriate crisis support service (such as Lifeline on 13 11 14). Where a person experiences distress during a Course or Session, We may take reasonable steps within the scope of Our Services to support safety and Well-Being. This may include listening with empathy and without judgment, offering a pause or break, supporting adjustments such as rescheduling where appropriate under Our Terms and Conditions, and encouraging or assisting the individual to access appropriate external support services. Any support provided will be proportionate, appropriate to the setting, and consistent with Our professional and ethical obligations.

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### 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 taking reasonable steps to support safe, respectful, and inclusive environments and to respond sensitively and appropriately to Well-Being concerns within the scope of their role.

6.3 Well-Being outcomes may vary between individuals. While the Company seeks to promote environments that support psychological safety, respect, and Well-Being, We do not guarantee individual mental health or Well-Being outcomes. Individuals remain responsible for their personal Well-Being and for making decisions about seeking appropriate personal, medical, or mental health support where required. This Policy does not alter or expand any duty of care owed by Us beyond that required under applicable law.

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## 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.

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## 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 successors or authorised representatives.

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.

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## 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 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 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.

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## 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](mailto:info@vtac.life)

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## Document Control

- Document title: Well-Being Policy
- Document code: VTAC-WELL-BEING
- Filename: VTAC-WELL-BEING-V32-06-04-2026
- Version: 32
- Status: Current
- Effective date: 6 April 2026
- Effective time: 5:00 pm AEDT
- Supersedes version: 31, effective 4 April 2026
- Document owner: Business Manager
- Approved by: Business Manager
- Authorised source: [vtac.life/vtac-other-policies](https://vtac.life/vtac-other-policies)

