

## Psychosocial Policy:

### 1. Our Commitment

1.1 At Veracity Training & Counselling (“We”, “Our”, “Us”), We endeavour to create a safe, 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 proactive steps to identify, eliminate, or manage psychosocial hazards in the delivery of Our Services and interactions with Clients, Participants, contractors, and staff.

1.2 This Psychosocial Policy should be read together with Our Privacy Policy and relevant Terms and Conditions. This Psychosocial 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 manage psychosocial risks in connection with Our Services.

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### 2. What Are Psychosocial Hazards?

2.1 Psychosocial hazards are anything in the design or management of work that may cause psychological harm. This can include:

- 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:

- 3.1.1 Provide clear, respectful, and inclusive communication before, during, and where applicable after using Our Services.
- 3.1.2 Maintain a zero-tolerance policy for inappropriate behaviour (refer to the Participant Behaviour obligations in Our relevant Terms and Conditions).
- 3.1.3 Promote realistic workloads for staff and facilitators.
- 3.1.4 Encourage self-care and peer support.
- 3.1.5 Specifically in relation to *Mental Health First Aid* courses, make clear that these are educational in nature, are not a substitute for professional mental health support, and do not constitute Counselling services.
- 3.1.6 Routinely review feedback and incidents to identify potential psychosocial risks and take appropriate action.

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### 4. If You’re Feeling Distressed

4.1 We acknowledge the nature of Our Services can sometimes be emotionally triggering. If You are feeling unwell or overwhelmed:

- 4.1.1 Please speak with Us as soon as You feel comfortable.
- 4.1.2 We will work with You to identify options, which may include taking a break, rescheduling, or pausing participation. Any changes will be managed in accordance with Our relevant Terms and Conditions, including cancellation, rescheduling, or withdrawal provisions as applicable.

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### 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 executors, administrators, successors and permitted assigns.

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.

## 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 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.

**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)

