

## Code of Conduct:

### 1. Purpose and Scope

1.1 This Code of Conduct 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 Code 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 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.

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### 2. Our Core Values and Principles

2.1 Our values guide how We deliver Our Services and how We expect all people engaging with Us to behave, including supporting respectful, constructive, and meaningful conversations about mental health and wellbeing.

2.2 **VERACITY** – We are truthful and clear in all communications and actions. We commit to honesty and transparency in delivering Our Services.

2.3 **TRUST** – We build and maintain trust through reliability, consistency, and respect. We honour confidentiality and the confidence placed in Us.

2.4 **ACCOUNTABILITY** – We take responsibility for Our decisions, actions, and their outcomes. We are accountable to Our Clients, Participants, colleagues, and the communities We serve.

2.5 **CARE** – We act with empathy, compassion, and respect for each person's dignity. We prioritise psychological and emotional wellbeing in Our interactions.

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### 3. Standards of Behaviour

3.1 Clients and Participants must:

- Treat others with respect and courtesy.
- Engage constructively and respectfully in Counselling or Training activities.
- 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 standards and obligations applicable to their role.
- 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.

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### 4. Health, Safety and Well-Being

4.1 We are committed to maintaining a safe, respectful, and psychologically supportive environment. Behaviour that compromises safety, wellbeing, or psychological safety within Our Services may be addressed in accordance with this Code and the applicable Terms and Conditions.

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 appropriate support pathways (including crisis services) as outlined in Our Well-Being Policy.

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### 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.

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## 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 required, authorised, or permitted by law, or where necessary to prevent or lessen a serious and/or imminent risk of harm.

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## 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 on Our behalf unless authorised, 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.

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## 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.

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## 9. Reporting and Breaches

9.1 Concerns or breaches should be reported promptly to [info@vtac.life](mailto:info@vtac.life).

9.2 Breaches of this Code may result in reasonable action being taken in accordance with the applicable Terms and Conditions, including (where appropriate):

- modifying, pausing, suspending, or ending participation in Services;
- appropriate disciplinary, service, or contractual action where applicable;
- referral to external authorities where required by law.

9.3 Serious misconduct may include bullying, harassment, discrimination, violence, breaches of confidentiality, or attending while under the influence of drugs or alcohol.

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## 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 engagement with Our Services after publication of an updated Code indicates acknowledgment of the behavioural expectations described in the updated Code, to the extent permitted by law.

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

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## 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 successors or authorised representatives.

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.

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## 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 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 Code 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 the Company.

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



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