



Growth Policy

Issue Number: 1

Review Date: July 2020

The Wellness Initiative sees the value of growth as a key factor in its services. Not only will it be a core value of our services to promote wellness and recovery for its participants, but will also aim to be in a constant state of improvement internally.

Recovery and Growth

The Wellness Initiative believes that growth and education are key aspects to the recovery journey. All staff will work in a recovery-oriented way and encourage the growth of participants of this service towards a life that they design. It is the expectation that staff will work with the aim that participants will one day no longer require the service.

Feedback as an Opportunity for Growth

The Wellness Initiative values feedback on its services and will use each as an opportunity to create growth and learning within the social enterprise. All participants will be provided with information and opportunities to provide feedback. All complaints by participants will be taken seriously and will be subject to an investigation process.

Compliance Statement

The Wellness Initiative operates using evidence-based practices and principles in relation to mental health, peer support, wellness and recovery that are relevant to its services. Furthermore, *The Wellness Initiative* ensures its compliance with all relevant and appropriate legislation, regulations and standards (both commonwealth and state, as applicable).

This includes, but is not limited to:

- The Charter of Mental Health Care Principles from *Mental Health Act 2014 (WA)*
- National Mental Health Standards; Standards 1 – 10.
- NDIS Code of Conduct
- *Occupational Safety and Health Act 1984 (WA)*
- *Working with Children (Criminal Record Checking) Act 2004 (WA)*
- Relevant anti-discrimination laws
- *The Australian Consumer Law* set out in Schedule 2 of the *Competition and Consumer Act 2010 (CTH)*
- *Fair Work Act 2009 (CTH)*

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Relevant Documentation

National Mental Health Standards – Standard 1: Rights and Responsibilities

National Mental Health Standards – Standard 2: Safety

National Mental Health Standards – Standard 3: Consumer and Carer Participation

National Mental Health Standards – Standard 4: Diversity Responsiveness

National Mental Health Standards – Standard 5: Promotion and Prevention

National Mental Health Standards – Standard 8: Governance, Leadership and Management

National Mental Health Standards – Standard 10: Delivery of Care

NDIS Practice Standard: Complaints Management and Resolution

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