



## Heart

**Issue Number:** 2

**Review Date:** January 2024

### Heart Policy

*The Wellness Initiative* was founded due to a feeling of passion and heart – to make a genuine difference in the lives of others. It will therefore be a key value for each of its staff.

#### Treating Others as You Would Like to be Treated

*The Wellness Initiative* staff will always treat participants of the service with dignity and respect, including when they are not in their presence. Each participant is a unique and valuable person to the community and they will be therefore treated as such. It is also to be kept in mind that a mental health diagnosis is not to be seen as a safety issue or risk.

#### Using Heart in Safety and Risk

Participant rights and dignity will be kept in mind when making decisions about crises, safety and managing risk. Staff will discuss with participants and actively engage them in crisis planning, and will do their best to keep to the interests and input of the participant.

Sometimes to keep a participant safe, staff of *The Wellness Initiative* may need to go against their wishes. If this occurs, it is to be well documented and justified to the participant following said crises. However, it is the aim and wish of the social enterprise that this is not to happen.

#### Combining Physical and Mental Wellbeing

*The Wellness Initiative* understands the connection between physical, mental and emotional wellbeing. Staff will discuss the benefits of a healthy lifestyle with participants. Staff will also prioritise participant wellness by aiming to reduce the spread of infection and sickness. Participants will be supported to reflect on their physical health and to connect with relevant health professionals and services, if



and when required.

## **Infection Control**

*The Wellness Initiative* aims to minimise the risks of harm which may arise from the passing of infections between people, for example between staff, participants and the general public.

## **Relevant Documentation**

National Mental Health Standards – Standard 1: Rights and Responsibilities

National Mental Health Standards – Standard 2: Safety

National Mental Health Standards – Standard 6: Consumers

NDIS Code of Conduct

NDIS Practice Standard: Person-Centred Supports

NDIS Practice Standard: Privacy and Dignity

NDIS Practice Standard: Freedom from Violence, Abuse, Neglect, Exploitation or Discrimination

NDIS Practice Standard: Risk Management

NDIS Practice Standard: Information Management

NDIS Practice Standard: Incident Management