



Kindness Policy

Issue Number: 2

Review Date: July 2020

The Wellness Initiative intends to approach all aspects of its service with kindness by treating participants of its services with empathy, regard and respect. Staff will work to keep participant decisions, thoughts and feelings in mind while providing a service.

Individual Uniqueness

The Wellness Initiative believes that each participant and staff member's individual uniqueness brings value and will treat each person with respect, dignity and regard. Culture, diversity, disability, values and beliefs are viewed as part of a powerful lived experience and story that is welcomed and valued. A participant's property and personal items will also be seen as an extension of their self and should be treated with respect.

Instances of discrimination, abuse and exploitation will be taken seriously.

Accepting Gifts

The Wellness Initiative believes that accepting positive feedback and regard for a staff member's contribution to an individual, community and/or organisation is valuable and should be encouraged. Sometimes, participants or community members may wish to show their appreciation via gift-giving or money. All staff members should not accept money or gifts that is not directly related to the payment of services. If a participant or community member is insistent on providing a gift, it is acceptable for staff to receive an item below the value of \$10 (for example: a card or a box of chocolates).

Relevant Documentation

National Mental Health Standards – Standard 4: Diversity Responsiveness

National Mental Health Standards – Standard 10: Delivery of Care

NDIS Practice Standard: Person-Centred Supports

NDIS Practice Standard: Individual Values and Beliefs

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

NDIS Practice Standard: Participant Money and Property

the wellness initiative

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