



Sincerity

Issue Number: 2

Review Date: January 2024

Sincerity Policy

The Wellness Initiative intends to approach all aspects of its service with sincerity by being open, honest and transparent when working alongside participants, organisations and/or collaborators.

Confidentiality

The Wellness Initiative may collect personal information to best provide services to best support a participant's wellbeing and recovery. The intention is that personal information will be collected directly from the participant, however in some circumstances *The Wellness Initiative* may need to communicate with health professionals, other service providers and/or significant people in a participant's life. Participants will be informed why any information is being collected, when it is collected, and how it will be used.

The Wellness Initiative fully understands the importance of keeping vulnerable and potentially stigmatising information confidential and will therefore treat each participant with respect by keeping their personal information private and confidential. *The Wellness Initiative* will only engage with other services and individuals who they have been given permission to speak to by the participant.

Confidentiality is discussed and taken into consideration when discussing/enacting a participant's Safety Form and/or *Crisis Plan*. If a participant discusses being at risk to themselves or others, Duty of Care will take priority over a participant's confidentiality.

The Wellness Initiative is bound by the National Privacy Principles in the Privacy Act 1988 (Cth) in relation to the handling of personal information.

Fully-Informed Decisions

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Date Developed: Nov 2019



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The Wellness Initiative values the importance of education and the right to being able to make a fully-informed decision about one's own life.

Participants have the right to make fully-informed decisions when engaging with *The Wellness Initiative's* services. From their first communication to their conclusion of service, all participants will be provided with information regarding services and be encouraged to be fully involved in the planning, reviewing and feedback process of said services.

All participants are to be informed and made aware of *The Wellness Initiative's* Duty of Care to them and when this will take priority over confidentiality. Every effort will be made to fully involve participants in this process.

Where possible, staff of *The Wellness Initiative* will advocate for a participant's right to make an informed decision about their life, care and supports.

Record-Keeping

The Wellness Initiative will keep records of the services that they provide in order to track participant goals, recovery and for reporting purposes. Anonymity and confidentiality will be key drivers for staff when keeping records and participants will be fully informed of this process. Participants are encouraged and have the right to be involved in the writing of their records, as well as being able to request access at any time. Record-keeping processes will be easy to access in the community and will not be intended to take up staff time.

Medication and Personal Care

Services provided by *The Wellness Initiative* will be directly related to strengthening a participant's mental health, wellness and recovery. It is not the intention to provide medication management or administration services, or to provide day-to-day personal care. All participants will be



made fully aware of this and can make an informed decision about their services.

Restrictive Practices

The Wellness Initiative does not use restrictive practices in their method of supporting participants towards wellness and recovery. Every staff member will understand the definition of restrictive practice and be appropriately trained on how to avoid this.

Video and Media Consent

Participants of *The Wellness Initiative* may occasionally be asked to have their image and/or audio captured in photo or video format in group sessions and/or at other events and this may be used as marketing and promotional material. Participants will be provided the opportunity to opt out of any marketing and/or promotional materials.

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

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

National Mental Health Standards – Standard 10: Delivery of Care

NDIS Code of Conduct

NDIS Practice Standard: Privacy and Dignity

NDIS Practice Standard: Independence and Informed Choice

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NDIS Practice Standard: Information Management

NDIS Practice Standard: Complaints Management and Resolution

NDIS Practice Standard: Support Planning

NDIS Practice Standard: Service Agreements

NDIS Practice Standard: Medication Management