

Mental Health Policy

Policy number	15	Version	2.0
Drafted by	Josephine Stewart	Approved by Board on	20/11/2025
Responsible person	Anne Mackay	Scheduled review date	20/11/2027

If there is an urgent risk identified, emergency services should be contacted immediately.

1. Purpose

This policy outlines Radiance’s commitment to supporting the mental health, wellbeing, and safe practice of peer support workers engaged in perinatal mental health services. Peer workers bring unique lived experience, empathy, and insight to their roles, and their mental health and safety are a priority for our organisation.

2. Scope

This policy applies to all peer support workers (paid and volunteer) within Radiance, including those providing direct peer support, facilitating groups, or participating in program development and advocacy.

Radiance staff do not undertake clinical assessment, diagnosis or treatment. References to screening, monitoring or response in this policy relate to identification of safety concerns and escalation to appropriate clinical or emergency services only. Any assessment, screening, monitoring or support plan development is done within the *Peer Workforce - Scope of Practice*.

3. Principles

As integral members of the team, Peer Workers bring unique insights and support that enhance recovery-focused care. Their contributions include:

- **Sharing lived experience of mental health challenges and recovery**, offering understanding and empathy to parents navigating perinatal difficulties.
- **Using their own journey as a resource**, helping others feel less isolated and more confident in seeking support.
- **Building genuine rapport and trust**, creating safe spaces where consumers feel heard, validated, and respected.

- **Role modelling wellness and recovery**, fostering hope and demonstrating that positive change is possible.
- **Bridging communication between consumers and mental health services (MHS)**, ensuring that parents' voices and perspectives are understood and represented.

Radiance also recognises:

- Lived experience is the foundation of peer work and is recognised as a form of expertise and strength.
- Because peer work relies on sharing personal experience, it can carry unique emotional demands, including risks of vicarious trauma or compassion fatigue.
- Psychological safety and wellbeing are just as important as physical safety in the workplace.

Supportive structures, reflective practice, and open communication are essential to sustain safe, effective, and healthy peer work.

Taking in to account the above below highlights the commitments Radiance takes to support and maintain the valuable peer workforce. Radiance is also guided by the National Lived Experience (Peer) Workforce Development Guidelines.

4. Commitments

4.1 Mental Health & Wellbeing Support

- Regular supervision (individual and/or group) provided by trained supervisors with understanding of peer work.
- Opportunities for reflective practice and debriefing following challenging work.

4.2 Safe Workload & Boundaries

- Clear role descriptions and expectations to support healthy boundaries.
- Monitoring of workloads to prevent overextension or burnout.
- Encouragement of self-care practices, including flexible scheduling where possible.

4.3 Training & Professional Development

- Ongoing training in self-care, resilience, trauma-informed practice, and boundary management.
- Opportunities to participate in lived experience networks and peer workforce development initiatives.

4.4 Inclusive & Respectful Workplace

- Commitment to a culture of respect for lived experience.
- Zero tolerance for stigma or discrimination based on mental health status.
- Facilitators to review Radiance Support Group guidelines with clients, at a minimum, at the start of each term.

4.5 Response to Mental Health Concerns

- Peer workers experiencing mental health difficulties will be supported with compassion, confidentiality, and reasonable adjustments.
- Options for modified duties, leave, or gradual return to work will be offered where appropriate.
- Seeking support or disclosing mental health challenges is encouraged and will always be met with understanding, not penalty.
- Counselling and debriefing options will be made available. Radiance is registered with the Employee Assistance Program at South West Counselling. South West Counselling can be contacted on 9754 2052 or admin@swcounselling.org.au. You do not need to advise Radiance that you are accessing this program and your sessions will be confidential.

Previous attachment

YOUR EMPLOYEE ASSISTANCE PROGRAM



Feeling Stuck?

A conversation with a counsellor can help you sort through what is on your mind and gain clarity around your concerns. Short term counselling can support you in making the decisions that matter.

- Access three paid sessions through your employer.
- Make your appointments directly with our service, no discussion with your employer is required.
- Your appointments and billing remain confidential.

What to do next?

- Use the QR code to access our website to learn more about our service.
- Ring South West Counselling and explain that you want to use your EAP to access a counselling appointment.
- One of our friendly intake staff will be in touch to book the next appointment available.
- Your employer will not be made aware that you have accessed EAP.





9754 2052
admin@swcounselling.org.au

5. Roles & Responsibilities

Organisation (Radiance):

- Provide a safe, supportive, and inclusive work environment.
- Ensure access to supervision, debriefing, and well-being supports – reviewed at quarterly staff meetings and bi-monthly board meetings.
- Regularly review this, and all other, policy in collaboration with peer workers at quarterly staff meetings – feedback noted and presented to Board.

Managers:

- Maintain open, supportive communication.
- Identify and address workload or wellbeing concerns early.
- Respect confidentiality of all staff and volunteers.
- Actively maintain a safe environment while upholding their duty of care for both peer workers and the people they support.

Peer Workers:

- Engage in self-care and use available supports.
- Communicate any well-being concerns to supervisors in a timely manner.
- Maintain professional boundaries and role clarity as their job description.

6. Confidentiality

All mental health disclosures will be treated confidentially in line with Radiance’s privacy policy, except where there is risk of harm to self or others.

6. Key definitions

Peer worker – people with a relevant lived experience, in this instance, with perinatal mental health

Well-being supports – the organisation actively promotes and encourages staff and volunteers to access (free) training and self-care practices to prevent, for example, compassion fatigue.

Debriefing – Radiance has a simple, yet essential, debriefing template for staff, volunteers and clients to complete as the need arises. The completed form is reviewed by the Manager and Board and actions are taken accordingly.