

## Terms & Conditions / General Disclaimers

Please read the terms and conditions carefully before using or engaging with the website, service / courses owned or offered by Empowered Forward. By using or engaging with the website, service / courses and service / course / courses owned or offered by Empowered Forward you agree to accept and comply with the terms and conditions outlined.

By accessing or using the website, service courses of or offered by Empowered Forward, you agree to be bound by the terms and conditions below.

Empowered Forward may alter or modify the terms and conditions at any time, and such modifications shall be effective immediately upon posting the modified agreement on our website.

### Copyright

The website, and all content created, published and presented by Empowered Forward is the intellectual property of Empowered Forward (except for the content published by Mental Health First Aid Australia (<https://mhfa.com.au>), used by Empowered Forward as an Accredited Mental Health First Aid Instructor).

The logo of Empowered Forward must not be used in connection with any product or service / course, or advertised with; unless written permission has been sought and approved of by Empowered Forward.

### External Links / Resources / Information

Empowered Forward may at times, provide links to or information that originates from third party websites or service / courses that are not owned by, or affiliated with Empowered Forward. Third party links and information content is not endorsed by, or agreed upon by Empowered Forward.

Empowered Forward has no control over, and accepts no responsibility for the content, policies, products, service / courses or information provided by a third party. We are not responsible for the availability of third party links or information; nor will be liable directly or indirectly in any way for any loss or damage that you may suffer as a result of using the third party content, policies, products, service / courses or information.

If you decide to access linked third party websites you do so at your own risk and we strongly recommend that you read all the third party websites terms and conditions as well as privacy policies.

### **Shipping and Handling**

For goods and resources purchased by, or provided by Empowered Forward; please be advised that Empowered Forward will take all necessary steps to ensure that the goods and resources are shipped in a timely manner to the correct address, but does not take responsibility for any loss or damage to the goods and resources that are posted.

Goods and resources are posted via Australia Post, to the nominated address of the client / participant / attendee. Tracking Numbers / Registered Post can be used, at the request and expense of the client / participant / attendee requesting such.

### **Disclaimer Regarding Advice, Information, Education, Training, and Service / course / courses Offered By Empowered Forward**

Empowered Forward provides information, education, training and service / course to client / participant / attendees; designed to help client / participant / attendees to obtain information and knowledge to prepare themselves to assist a person experiencing a mental health problem or crisis, to provide Mental Health First Aid; or to prepare for labour and birth, breastfeeding, newborn care, the postpartum period, early parenting, and infant sleep and settling.

Empowered Forward believes that the information and service / courses that they provide are accurate and reliable. Empowered Forward access and assumes no responsibility for the information that is provided in good faith, to all client / participant / attendees. No responsibility is accepted for any incorrect information, adverse outcomes, errors or omissions; for any outcome, loss or damage that occurs as a result of the use of, or reliance on the education and information given or material contained on this website or via service / courses written or run by Empowered Forward, in information sheets, in any resources or in any verbal or written formats. Empowered forward is not liable for any losses or damages of any kind, resulting from the use of or reliance upon the advice, information, education, training, and service / courses given by Empowered Forward.

Client / participant / attendees are encouraged to confirm the generalised information that they have been given, with other sources, health professionals, or other relevant qualified advice givers or service / course providers in all instances.

Empowered Forward accepts no responsibility or liability for losses, damages or adverse outcomes that result in any way, as a result of using, engaging with or acting upon the advice, information, education, training, and service / course / courses provided by Empowered Forward. We also assume no responsibility for any errors, inaccuracies, omissions, delays or other defects in any of the information, goods or service / courses provided.

### **Interpreters / Translators**

Interpreters / translators may attend service / courses with the registered client / participant / attendee but is not an active client / participant / attendee in the service / course and will not be provided with any statement of obtainment, certification of completion, certificate of attendance or certificate of accreditation themselves.

A family member, colleague or friend cannot act as an interpreter or translator at any service / course.

Please notify us at [empoweredforward.jessica@outlook.com](mailto:empoweredforward.jessica@outlook.com) to advise if you will have an interpreter or translator present when you attend.

### **Special Requirements / Needs**

Whilst every effort will be made to be able to include and accommodate all client / participant / attendees, there may be times where required adjustments are not reasonably practical or possible (eg: building used for service / course delivery has staircase access only etc.)

Please discuss your needs with us prior to booking a service / course, to ascertain whether assistance can be provided / adjustments can be made to enable attendance.

Email us at [empoweredforward.jessica@outlook.com](mailto:empoweredforward.jessica@outlook.com) to discuss further.

### **Facility and Equipment Use, Booking of Venues, Catering etc**

Public service / course venue bookings, use of equipment and facilities, catering bookings (if applicable) etc will be the sole responsibility of Empowered Forward. Facility capabilities and catering arrangements for example, will be provided to client / participant / attendees via correspondence prior to service / course attendance.

For private group bookings, Empowered Forward will discuss prior to confirming your booking of a service / course, the details surrounding the facility and equipment use / requirements; the booking of venues, catering etc.

### **Loss, Damage and Harm to Facility, Property / Belongings:**

Empowered Forward accepts no liability, accountability or responsibility for loss, damage or harm to facilities, property or belongings used to present service / courses at various workplaces, companies and organisations. Eg: damage to laptop or projector provided to Empowered Forward to use.

### **First Aid, Loss / Damage / Harm to Persons:**

First Aid Officers and First Aid kits are to be provided by the venue, workplace, company or organisation at which Empowered Forward is operating from.

Empowered Forward has and maintains a current First Aid and CPR Certificate, and is able to render First Aid if/when required and requested; taking no responsibility for loss, harm or damage that results, if requested to render assistance at any time.

### **Online Payments:**

Online payments via various platforms and providers are made by the payee/client / participant / attendee at their own risk. Empowered Forward does not accept liability, responsibility or accountability for any and all losses or damages (including, but not limited to financial) during or following the payment being made to Empowered Forward for a service / course.



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## Email Disclaimer

The information in the electronic mail messages sent from Empowered Forward is confidential and intended only for the use of the addressee named in the email.

Access to that message by anyone else is unauthorised. If you are not the intended recipient, please delete the email message. Any disclosure, copying, distribution or any other action taken or omitted to be taken in reliance on it is prohibited and may be unlawful.

Empowered Forward accepts no responsibility for any effects that an email message or attachment may have on the recipients' network or computer systems.

## Online Service / course / Service / course / course Zoom Technical Requirements:

- Internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speaker and microphone – built-in, USB or wireless Bluetooth
- Webcam or HD webcam – built-in or USB

### Operating Systems:

- MacOS X with macOS 10.7 or later
- Windows 10, 8.1, 8, 7
- Red Hat Enterprise Linux 6.4 or higher
- iOS 7.0 or later
- iPad OS 13 or later
- Android 4.0x or later

### Browsers:

- Windows: Edge 12+, IE 11+, Firefox 27+, Chrome 30+
- Mac: Safari 7+, Firefox 27+, Chrome 30+
- Linux: Firefox 27+, Chrome 30+

### RAM Requirements:

- Processor: Dual Core 2Ghz or higher (i3/i5/i7 or AMD equivalent)
- RAM: 4GB

## Bandwidth Requirements

### 1 to 1 Video Calling:

- 600kbps (up/down) for high quality video
  - 2 Mbps (up/down) for 720p HD video
- Receiving 1080p HD video requires 1.8 Mbps (up/down)



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Sending 1080p HD video requires 1.8 Mbps (up/down)

Group Video Calling:

- 800kbps/1.0Mbps (up/down) for high quality video

Receiving 1080p HD video requires 2.5mbps (up/down)

Sending 1080p HD video requires 3.0Mbps (up/down)

Compatibility of your device can be tested by visiting <https://zoom.us/test>