



<i>Policy Number:</i>	<i>TC-SD-001</i>
<i>Effective from:</i>	<i>02 March 2026</i>

# Thawun Consultancy

## Service Delivery

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### 1. Purpose

This Policy outlines the service delivery conditions, facilitation scope, participant expectations, reimbursement requirements, and behavioural standards relating to services provided by Thawun Consultancy.

The purpose of this Policy is to:

- Clarify the consultancy's role in service delivery;
  - Define responsibilities of clients and participants;
  - Establish professional conduct expectations;
  - Ensure safe and respectful training environments; and
  - Provide transparency regarding additional costs and operational arrangements.
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### 2. Scope

This Policy applies to all services delivered by Thawun Consultancy including:

- Training programs;
- Workshops;
- Facilitation services;
- Mental Health First Aid courses;
- Community programs;
- Professional development sessions;
- Online and face-to-face delivery; and
- Consultancy engagements.

This Policy applies to all:

- Clients;
  - Participants;
  - Contractors;
  - Facilitators; and
  - Organisations engaging services.
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### **3. Definitions**

#### **Facilitation**

Refers to the delivery of training, workshops, presentations, programs, or learning activities by the consultancy.

#### **Administrative Services**

Refers to organisational, coordination, scheduling, participant management, reporting, venue coordination, enrolment, or logistical tasks outside standard facilitation delivery.

#### **Participant**

Refers to any individual attending a training session, workshop, or program delivered by the consultancy.

#### **LAPS**

Refers to Learner Access Passes required through Mental Health First Aid Australia or associated accredited learning systems.

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### **4. Policy Statement**

Thawun Consultancy provides professional facilitation and delivery services only unless otherwise agreed in writing.

The consultancy's primary role is the delivery of training, workshops, presentations, and programs. Administrative, coordination, and organisational tasks are not included within standard facilitation fees unless specifically negotiated prior to service delivery.

Additional work outside agreed facilitation responsibilities may incur additional charges.

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### **5. Facilitation Services**

Standard facilitation services may include:

- Delivery of approved course content;
- Workshop facilitation;
- Group discussions and learning activities;
- Participant engagement during sessions;
- Presentation delivery;
- Training instruction; and
- Standard course administration directly related to delivery.

Unless otherwise agreed in writing, facilitation services do not include:

- Participant enrolment management;
- Event coordination;
- Venue bookings;
- Catering organisation;
- Travel coordination;
- Ongoing participant communication;
- Extensive reporting requirements;
- Administrative scheduling; or
- General organisational duties.

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## **6. Additional Administrative Services**

Where clients request administrative or coordination support outside standard facilitation delivery, additional fees may apply.

Additional services may include:

- Participant registrations;
- Coordination activities;
- Venue management;
- Reporting requirements;
- Scheduling administration;
- Learner management;
- Certificate processing outside standard delivery; or
- Other operational support services.

All additional costs will be discussed and agreed upon prior to commencement.

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## **7. Learner Access Passes (LAPS)**

Where applicable, Learner Access Passes (LAPS) required through Mental Health First Aid Australia will be passed onto the client for reimbursement.

Where the consultancy purchases LAPS on behalf of the client:

- The associated costs will be invoiced to the client;
  - Reimbursement is required in accordance with agreed payment terms; and
  - LAPS fees may be non-refundable once issued or activated.
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## **8. Participant Behaviour & Conduct**

All participants are expected to behave in a respectful, safe, and professional manner throughout service delivery.

Participants must not engage in behaviour that is:

- Disruptive;
- Aggressive;
- Threatening;
- Abusive;
- Harassing;
- Discriminatory;
- Unsafe;
- Intoxicated; or
- Inappropriate toward facilitators or other participants.

Participants are expected to:

- Follow facilitator directions;
  - Respect other participants;
  - Maintain professional conduct; and
  - Contribute to a culturally safe learning environment.
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## **9. Right to Refuse Participation or Remove Participants**

Thawun Consultancy reserves the right to refuse participation, remove participants from training, or cease service delivery where participant behaviour is considered:

- Unsafe;
- Disruptive;
- Aggressive;
- Abusive;
- Threatening;
- Inappropriate; or
- Detrimental to the wellbeing, safety, or learning experience of others.

This includes behaviour directed toward:

- Facilitators;
- Participants;
- Venue staff; or
- Community members.

Where a participant is removed:

- No refund may be provided;
  - Certification may not be issued; and
  - Future participation may be refused.
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## **10. Cultural Safety & Wellbeing**

Thawun Consultancy is committed to culturally safe, respectful, and trauma-informed service delivery practices.

Participants are expected to engage respectfully and maintain confidentiality regarding personal experiences shared during training or workshops.

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## **11. Workplace Health & Safety**

The consultancy reserves the right to suspend or cease service delivery where:

- Unsafe working conditions exist;
  - Risks to health or safety are identified; or
  - Facilitators reasonably believe safety may be compromised.
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## **12. Limitation of Services**

The consultancy provides educational, training, and facilitation services only.

Services do not include:

- Clinical counselling;
- Psychological treatment;
- Medical advice;
- Crisis response services; or
- Ongoing therapeutic support.

Participants requiring additional support may be referred to appropriate services.

## 13. Client Responsibilities

Clients are responsible for:

- Providing suitable venues and facilities where applicable;
- Ensuring participant attendance;
- Communicating participant expectations;
- Providing accurate booking information; and
- Meeting payment obligations.

**END \*\*\*\*\***

### POLICY INFORMATION

<b>Policy Name</b>	Service Delivery	<b>POLICY NUMBER</b>	TC- SD -001
<b>Version</b>	1.0	<b>Status</b>	Active
<b>Effective Date</b>	02 March 2026	<b>Review Date</b>	TBA
<b>Policy Owner</b>	Thawun Consultancy	<b>Approved By</b>	Managing Director
<b>Policy Category</b>	Operational / Client Services	<b>Applies to</b>	All clients, organisations, facilitators, contractors, and stakeholders engaging services