

# Terms & Conditions



## 1. Introduction

These Terms and Conditions govern your access to and use of services provided by Empowered Forward, including Mental Health First Aid training, workshops, website content, and digital communications. By engaging with our services, you agree to these terms.

## 2. Service Description

Empowered Forward offers accredited Mental Health First Aid training and related educational services. All training is delivered in accordance with the standards set by Mental Health First Aid Australia and relevant Australian legislation.

## 3. Eligibility & Registration

To participate in training, you must:

- Be aged 18 or over (unless otherwise agreed)
- Complete registration and payment prior to course commencement
- Provide accurate personal information for certification and communication purposes

## 4. Fees & Payment

- All fees are listed in Australian Dollars (AUD) and include GST where applicable
- Payment must be made in full before training begins
- Refunds are subject to our Cancellation & Refund Policy (available upon request)

## 5. Cancellation & Rescheduling

Empowered Forward reserves the right to cancel or reschedule training due to unforeseen circumstances. In such cases, participants will be offered (at the discretion of the owner/operator of Empowered Forward) any one of the following, or an alternate arrangement as agreed upon in writing:

- A full refund
- An alternative training date
- Credit toward future services

Participant cancellations must be made in writing. Refunds may be issued based on notice period and administrative costs, but in most instances refunds are not available in the instance of participant cancellation. Decisions to refund in part or full, offer alternate training dates or a credit towards future services are at the discretion of the owner /operator of Empowered Forward.

## 6. Intellectual Property

All content provided by Empowered Forward—including training materials, presentations, and website content—is protected under the Copyright Act 1968 (Cth).

Participants may not reproduce, distribute, or modify materials without written permission. Mental Health First Aid course content is used under license from MHFA Australia.

## 7. Privacy & Data Protection

Empowered Forward complies with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

We collect and store personal information for training, certification, and communication purposes. For more details, refer to our Privacy Policy.

## 8. Health & Safety

We are committed to providing a safe and inclusive learning environment. Participants must:

- Notify us of any accessibility or health needs prior to training
- Behave respectfully toward others and follow all instructor instructions

Empowered Forward complies with the Work Health and Safety Act 2011 (Cth) and relevant Queensland regulations.

## 9. Technology Use

Online training may be delivered via third-party platforms. Empowered Forward is not liable for technical issues, data loss, or platform outages. Participants are responsible for ensuring their own devices and internet access are suitable.

## 10. Limitation of Liability

To the extent permitted by law:

- Empowered Forward is not liable for any direct, indirect, or consequential loss arising from participation
- We do not provide clinical advice or crisis support
- Nothing in these terms limits your rights under the Australian Consumer Law

## 11. Complaints & Feedback

We welcome feedback and aim to resolve complaints promptly and respectfully. Please refer to our Complaints & Feedback Policy for details.

## 12. Governing Law

These Terms and Conditions are governed by the laws of Queensland and the Commonwealth of Australia. Any disputes will be handled in accordance with Australian legal procedures.