

Code of Conduct



1. Purpose

This Code of Conduct outlines the ethical, legal, and professional standards that guide all services provided by Empowered Forward. It is designed to ensure a safe, inclusive, and respectful learning environment for all participants and stakeholders.

2. Scope

This policy applies to the sole trader (Instructor), course participants, contractors or collaborators (if applicable), and any individual engaging with Empowered Forward services.

3. Guiding Principles

Empowered Forward is committed to the following principles:

- Integrity: Acting honestly and transparently in all dealings.
- Respect: Valuing diversity, dignity, and individual rights.
- Confidentiality: Protecting personal and sensitive information.
- Safety: Promoting physical and psychological safety.
- Professionalism: Upholding the standards of Mental Health First Aid Australia and complying with Australian law.

4. Legal Compliance

Empowered Forward complies with the following Australian legal frameworks:

- The Competition and Consumer Act 2010 (Cth), which ensures fair trading, honest advertising, and consumer protection.
- The Australian Consumer Law (ACL), which guarantees services are delivered with due care and skill and includes a complaints resolution process.
- The Privacy Act 1988 (Cth), which requires protection of personal information and transparent data handling.
- The Work Health and Safety Act 2011 (Cth), which ensures a safe physical and psychological environment during training.
- The Fair Work Act 2009 (Cth), which applies if contractors are engaged and ensures fair and respectful treatment.
- The ethical and professional standards set by Mental Health First Aid Australia, which guide accredited instructors.

5. Participant Expectations

All course participants are expected to:

- Treat others with respect and courtesy.
- Maintain confidentiality of shared personal experiences.
- Refrain from discriminatory, harassing, or disruptive behaviour.
- Engage constructively and responsibly in all course activities.
- Follow any safety instructions or procedures provided.

6. Instructor Commitments

As the sole instructor, Empowered Forward commits to:

- Delivering content in accordance with Mental Health First Aid Australia guidelines.
- Creating an inclusive and supportive learning environment.
- Responding to concerns or complaints promptly and respectfully.
- Maintaining current qualifications and engaging in ongoing professional development.
- Complying with all relevant laws and ethical standards.

7. Unacceptable Behaviour

The following behaviours are not tolerated:

- Bullying, harassment, or intimidation.
- Discrimination based on race, gender, sexuality, disability, or religion.
- Breach of confidentiality.
- Aggressive or unsafe conduct.

8. Privacy and Confidentiality

Empowered Forward is committed to protecting personal information in accordance with the Privacy Act 1988 (Cth).

- Personal data is collected only for training and administrative purposes.
- Information is stored securely and not shared without consent.
- Participants may request access to or correction of their personal data at any time.

9. Complaints and Resolution

Concerns or breaches of this Code of Conduct can be reported via:

- Email: empoweredforward.jessica@outlook.com
- Phone: (+61) 0406 255 464

All reports will be handled confidentially and in accordance with Australian Consumer Law. A fair and transparent resolution process will be followed to address any issues.

10. Review

This Code of Conduct will be reviewed as required to ensure ongoing relevance, legal compliance, and alignment with best practices.