

Participant Expectations



Mindshift 4 Life is committed to delivering safe, inclusive, and evidence-based education that empowers individuals and communities. To ensure a respectful and supportive learning environment for all, participants are expected to uphold the following standards throughout their engagement with our courses, resources, and services. By registering to participate in a course, participants agree to abide by the below mentioned expectations.

1. Respectful Conduct

- Treat all participants, facilitators, and staff with dignity, empathy, and professionalism.
- Maintain confidentiality regarding personal stories, lived experiences, or sensitive information shared during sessions.
- Refrain from any behaviour that is discriminatory, aggressive, disruptive, or otherwise harmful to others.
- Mindshift 4 Life reserves the right to remove participants from a session if their behaviour compromises the safety or wellbeing of others.

2. Engagement & Participation

- Arrive on time and be prepared to engage with course content in a thoughtful and respectful manner.
- Participation is voluntary; individuals may opt out of specific activities. However, respectful presence and attentiveness are expected throughout.
- We encourage open dialogue and questions, while maintaining a psychologically safe space for all.
- If you require accessibility accommodations (e.g. sensory support, breaks, assistive technology), please notify us in advance. We will make every reasonable effort to support your needs.

3. Use of Materials & Intellectual Property

- All course materials—including handouts, slides, information sheets, and educational resources—are the intellectual property of Mindshift 4 Life unless otherwise stated.
- Materials are provided for personal use only and may not be reproduced, distributed, or modified without written permission.
- Participants are welcome to take notes and reflect on course content, but recording sessions or sharing proprietary materials externally is not permitted.

Mindshift 4 Life

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4. Third-Party Resources & References

- Mindshift 4 Life may share or refer to third-party resources, websites, support services, or educational content as part of our courses.
- These resources are provided for informational purposes only. We do not endorse or guarantee the accuracy, relevance, or completeness of third-party content.
- Participants are encouraged to critically evaluate external resources and seek professional advice where appropriate.

5. Health, Wellbeing & Boundaries

- Our courses may explore sensitive topics related to mental health, trauma, and lived experience. Please take care of your wellbeing and engage only to the extent that feels safe for you.
- Mindshift 4 Life does not provide clinical or therapeutic services. All content is educational and should not be interpreted as medical advice.
- If you experience distress during a session, you are encouraged to take a break, seek support, or speak privately with the facilitator.

6. Privacy, Technology & Online Participation

- For online sessions, participants are responsible for ensuring a secure internet connection and a private, distraction-free environment.
- Mindshift 4 Life adheres to privacy standards outlined in our Privacy Policy. Personal data will be handled with care and used only for course-related purposes.
- Participants are asked not to share screenshots, recordings, or identifiable information from sessions without explicit consent.

7. Payment, Cancellation & Refunds

- All bookings are subject to Mindshift 4 Life's Payment, Cancellation and Refund Policy.
- Cancellations must be made in writing within the specified timeframe to be eligible for a refund or reschedule.
- Mindshift 4 Life reserves the right to reschedule or cancel sessions due to unforeseen circumstances. In such cases, participants will be offered alternative dates or a full refund.

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8. Communication & Feedback

- We welcome constructive feedback and strive to continuously improve our offerings.
- For questions, concerns, or feedback, please reach out via phone or email.
- Participants may also be invited to complete post-course evaluations to help us enhance future sessions.