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## Terms and Conditions: Safe Environments: “Through their eyes” Workshops

The following terms and conditions apply to *Safe Environments: “Through their eyes” (SE:TTP) Workshops* that are delivered by Di-Monty Pty Ltd, trading as Limestone Coast Solutions. Limestone Coast Solutions is a Department of Human Services approved provider for the delivery of SE:TTP training.

**Note:** this course was named Safe Environments for Children and Young People “Through their eyes”, and Child Safe Environments, in previous iterations.

SE:TTP Workshops shall be delivered under the following terms and conditions (unless otherwise specified in writing by Limestone Coast Solutions):

### Registration

- 1.1 Participants must contact Limestone Coast Solutions and book in for the session prior to any scheduled SE:TTP Workshop date.
- 1.2 Individual participants must provide their full name, contact phone number, and email address to book their place. Additionally, a participant must advise during the booking process whether they are paying for their own training, or whether an employer or third-party is paying (any invoicing/payment details must also be provided during booking).
- 1.3 Employers, organisations or third-parties, such as job providers, may book a place on behalf of an employee or client. The same details as an individual booking must be provided to secure a place.
- 1.4 A confirmation email with booking details will be sent to participants who register individually. For groups or organisational workshops, the confirmation will be sent to the employer, organiser or third-party responsible for booking the session.

### Payment

- 2.1 The standard cost of the training for workshops is \$115 per person for full-day workshops, and \$75 per person for refresher workshops.
  - 2.1.1 Standard pricing applies to all workshops delivered at the Limestone Coast Solutions’ Learning Centre - or at another premises in Mount Gambier – during regular business hours (between 8:30am and 5pm, Monday to Friday).
- 2.2 Workshops held outside of regular business hours and/or days will be quoted on a case-by-case basis.

- 2.3 Workshops held at premises outside of Mount Gambier will be quoted on a case-by-case basis, which will include travel costs as appropriate.

## **Terms of Payment**

- 3.1 All fees are due prior to the start of the SE:TTP Workshop. Payment shall be made by, or on behalf of, the participant via credit/debit card, direct deposit, or via invoice.
- 3.2 If you require an invoice for your session place, please contact Limestone Coast Solutions on 08 8723 6337 or email [hello@lcsolutions.com.au](mailto:hello@lcsolutions.com.au) prior to the session commencement. All invoice requests must be confirmed in writing - a matching purchase order may be used if required.
- 3.3 If payment is not received at least 48 hours prior to the workshop date, Limestone Coast Solutions will contact the participant or employer/third-party regarding payment. If contact cannot be successfully made, participants may have their booking cancelled.
- 3.4 Limestone Coast Solutions reserves the right to cancel bookings if payment or evidence of payment has not been received prior to the training date.

## **Session Delivery**

- 4.1 Delivery of SE:TTP Workshops will take place in-person at our training facility at 110a Penola Road, Mount Gambier, or in-person at another specified location.
- 4.2 Participants will be supplied with a SE:TTP workbook and any other course materials by Limestone Coast Solutions.

## **Participation**

- 5.1 During the SE:TTP Workshop, participants are expected to focus on the course and the course material. Engaging in other activities during training, such as taking an excessive amount of phonecalls, is not acceptable and may be deemed as not participating in the course. Any exceptional circumstances to the above must be discussed with the facilitator prior to the activity and is subject to the facilitator's approval.
- 5.2 Due to the importance of the workshop content and the established delivery schedule, participants will not be able to leave the session early and receive their certificate. Participants also cannot leave the session for a period of time outside of breaks. Any exceptional circumstances to the above must be discussed with the facilitator prior to the activity and is subject to the facilitator's approval.
- 5.3 Participants who leave the training for a period of time without permission of the facilitator or communication with Limestone Coast Solutions will be deemed as having not completed the course.
- 5.4 The facilitator reserves the right to expel participants from training if the facilitator deems the participant's behaviour to be inappropriate, disruptive or unacceptable.

## **Cancellation by the Participant**

- 6.1 The participant is entitled to request a cancellation or change to their booking anytime prior to 48 hour's before a SE:TTP Workshop, through written or verbal notice.
- 6.2 If the participant requests to reschedule their booking to another Limestone Coast Solutions SE:TTP Workshop date, they will be manually transferred to the new booking date at no extra cost.
- 6.3 If a participant cancels their booking less than 48 hours before the SE:TTP Workshop date, the participant may forgo their entitlement to a refund or partial refund.
- 6.4 If a participant fails to attend a SE:TTP Workshop and Limestone Coast Solutions are not notified by the participant or employer/organiser/third-party prior to the training date, the participant may forgo their entitlement to a refund or partial refund.
  - 6.4.1 If they are absent for their initial booking, participants or organisers may request a transfer to the next available session date (if one is scheduled) offered by Limestone Coast Solutions. This transfer can be made at the request of the participant/organiser if the request is made within 24 hours of the initial session's commencement.
- 6.5 The refund terms are at the discretion of Limestone Coast Solutions.

## **Cancellation by Limestone Coast Solutions**

- 7.1 Limestone Coast Solutions may be required to cancel workshops due to facilitator illness or other circumstances beyond the business's control. Limestone Coast Solutions is also entitled to cancel SE:TTP Workshops if the minimum number of participants to deliver a session are not met.
- 7.2 In the event of a workshop cancellation, Limestone Coast Solutions will contact all participants registered for the workshop in question and endeavour to transfer bookings to a mutually agreeable date. If a mutually agreeable date cannot be decided, then participants shall receive a full refund.

## **Certificates**

- 8.1. Certificates of completion for the SE:TTP Workshop will be issued in person at the conclusion of the workshop. Payment or evidence of payment for the training must be received by Limestone Coast Solutions prior to the training in order to participate in the training and have their certificate issued.
- 8.2. Electronic copies of certificates can be emailed to individuals or their employers on request.

## **Feedback & Issues**

- 9.1. Feedback on Limestone Coast Solutions' SE:TTP workshops are encouraged.
- 9.2 At the conclusion of a SE:TTP Workshop, participants will be given a training evaluation form to complete.
- 9.3 Participants who wish to deliver feedback directly to the facilitator can do so at the conclusion of the SE:TTP Workshop. Alternatively - where permitted - participants who wish to give feedback privately on the session or its contents may do so via phonecall, text, or email to the facilitator.

9.4 If participants have any issues with the session, its contents, or anything else involved with the program or Limestone Coast Solutions overall, we encourage discussion of this either directly with the facilitator or Limestone Coast Solutions team.

9.4.1 Participants may instead contact the appropriate channels if they wish to discuss matters regarding the training outside of Limestone Coast Solutions.

9.4.2 Any urgent or actionable questions or issues should not be listed on the evaluation form, and should instead be communicated to the facilitator or Limestone Coast Solutions' team directly.

## **Reporting & Further Information**

10.1 Limestone Coast Solutions' trainers are approved by the Department of Human Services to deliver and facilitate the SE:TTP training. The program and its materials are to be delivered in accordance with Department of Human Services guidelines only.

10.1.1 Limestone Coast Solutions' trainers cannot alter the session contents. Questions or matters outside of the course material may not be able to be answered in a full capacity.

10.1.2 Limestone Coast Solutions' trainers are providers and facilitators only; reports or suspicions of child harm, abuse or neglect cannot be made through the trainer or organisation, and must be made to the Child Abuse Report Line (CARL) or, in urgent circumstances which present immediate danger, to the South Australian Police (SAPOL). Any attempts at reporting such instances to Limestone Coast Solutions or its trainers will be redirected to official channels.

10.2 Further information, resources and contacts can be found in the SE:TTP participant workbook, or on the Department for Child Protection websites.