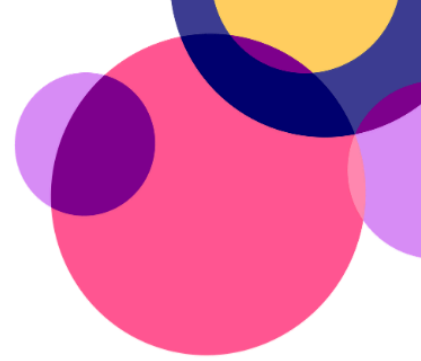




Website Terms of Use

Last updated: 24 August 2026

1. About these terms

This website is operated by **National Mental Health Consumer Alliance**, ABN 51 670 746 024 trading as the Australian Association of Peer Workers (AAPW) (“AAPW”, “we”, “our” or “us”).

These Terms of Use apply when you access or use the AAPW website, including the member portal and any resources made available through it.

By using the website, you agree to these terms. If you do not agree, please do not use the website.

Our collection and handling of personal information is governed by our [Privacy Policy – insert link].

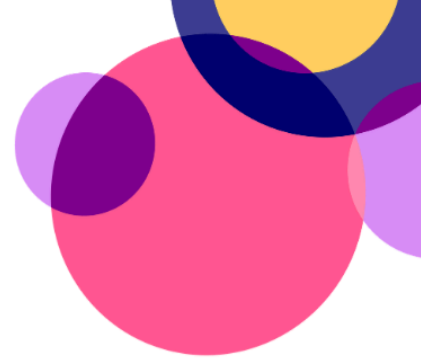
2. Using our website

You may use the website for lawful personal, professional and organisational purposes consistent with the work of AAPW.

You must not:

- use the website in a way that breaches any law or infringes another person’s rights;
- interfere with the operation or security of the website;
- introduce viruses, malicious code or other harmful material;
- attempt to gain unauthorised access to the website, member accounts or associated systems;
- use automated systems to collect substantial amounts of website content without our permission; or
- misrepresent your identity or your relationship with AAPW.

We may restrict or suspend access where reasonably necessary to protect the website, its users or AAPW.



3. Member accounts

Some parts of the website are available only to AAPW members or registered users.

You are responsible for:

- providing accurate and current account information;
- keeping your login details secure;
- not allowing another person to use your account; and
- notifying us promptly if you believe your account has been accessed without permission.

Access to membership services is also subject to the AAPW Member Charter and any applicable membership conditions. If there is an inconsistency, the specific membership conditions apply to the membership service concerned.

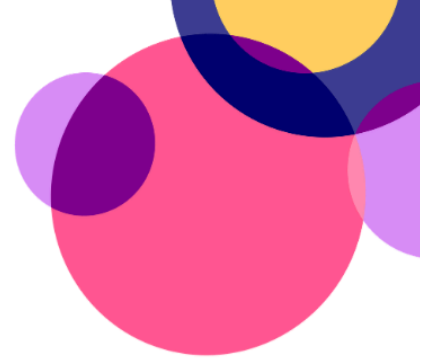
4. Information and resources

The website provides general information and resources about peer work, workforce development, membership, events and related matters.

Unless we expressly state otherwise, website content:

- is general information only;
- does not constitute medical, clinical, legal, employment or other professional advice;
- is not a substitute for advice that considers a person's or organisation's particular circumstances; and
- should not be relied upon as an emergency or crisis response.

We take reasonable care when developing and publishing content, but information may change or become outdated. You should exercise your own judgement and, where appropriate, seek advice relevant to your circumstances.



5. Intellectual property and use of resources

Unless otherwise stated, AAPW owns or has permission to use the content on this website, including text, graphics, logos, publications, videos and downloadable resources.

You may:

- view and download AAPW resources for personal, professional or organisational use;
- share AAPW resources in their complete, original and unaltered form; and
- copy, reproduce or republish all or part of an AAPW resource, provided that AAPW is clearly acknowledged as the source.

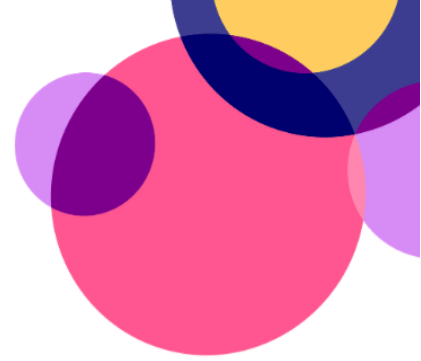
Unless you have our prior written permission, you must not:

- adapt, modify or misrepresent AAPW content or resources;
- remove any copyright, attribution or other notices;
- sell AAPW content or incorporate it into a product or service offered for sale; or
- present AAPW content as your own.

When reproducing or republishing AAPW content, you must include the title of the resource, identify the Australian Association of Peer Workers as the source and, where practical, provide a link to the original resource on the AAPW website.

Material identified as belonging to another person or organisation remains subject to that owner's rights and any conditions they specify.

The AAPW name and logo must not be used in a way that suggests endorsement, partnership or approval without our written permission.



6. External links and third-party services

The website may contain links to external websites, resources or services. These links are provided for convenience and information.

Unless expressly stated, linking to an external resource does not mean that AAPW endorses the organisation, information, product or service. We do not control external websites and are not responsible for their content, availability, privacy practices or security.

Your use of a third-party website or service is subject to that provider's terms and policies.

7. Membership fees and payments

Paid memberships may be purchased or renewed through the website.

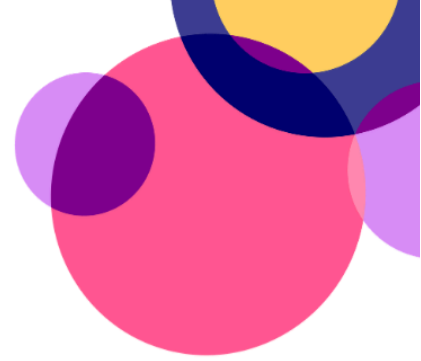
The applicable membership fee, membership period and payment arrangements will be displayed before you complete your purchase or renewal. All fees are stated in Australian dollars and include GST where applicable.

You agree to provide accurate payment information and authorise AAPW and its payment service provider to process the applicable membership fee.

Membership will not renew automatically unless this is clearly disclosed to you and you have authorised recurring payments. Where automatic renewal applies, you may cancel it in accordance with the instructions provided through your member account or by contacting AAPW.

You may cancel your membership at any time. Unless required by law or otherwise stated in the applicable membership conditions, membership fees are not refundable simply because you choose not to use, or stop using, your membership during the membership period.

Nothing in these terms excludes, restricts or modifies any right or remedy available to you under the Australian Consumer Law or another law that cannot lawfully be excluded, restricted or modified.



8. Member events

AAPW events are included as part of membership unless expressly stated otherwise. AAPW does not charge members a separate event registration fee.

Some events may have limited capacity or require advance registration. Registering for an event does not guarantee attendance where capacity limits apply.

AAPW may make reasonable changes to an event, including its date, time, format, speakers or program. We may also cancel an event where necessary and will take reasonable steps to notify registered attendees.

Access to member events is for the registered member and must not be transferred or shared unless AAPW agrees otherwise.

Any expectations about respectful conduct at AAPW events are set out in the AAPW Member Charter and Code of Conduct.

9. Website availability

We aim to keep the website accurate, secure and available. However, we cannot guarantee that access will always be uninterrupted, error-free or free from harmful components.

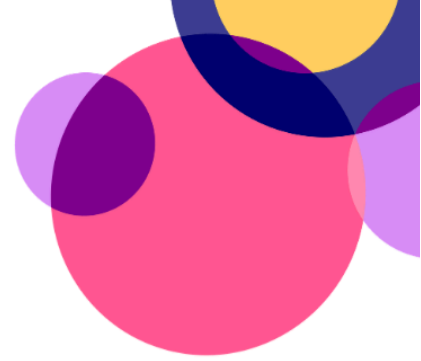
We may update, suspend or withdraw all or part of the website where reasonably necessary, including for maintenance, security or operational reasons.

10. Responsibility and liability

You use the website at your own discretion and are responsible for decisions you make based on its content.

To the extent permitted by law, AAPW is not liable for loss arising from:

- reliance on general website information without considering whether it is appropriate to the circumstances;
- temporary interruption or unavailability of the website;
- unauthorised access resulting from a user failing to secure their account; or
- an external website or third-party service linked from our website.



This section does not exclude or limit liability that cannot lawfully be excluded or limited, including rights available under the Australian Consumer Law.

11. Changes to these terms

We may update these terms from time to time. The current version will be published on the website with the date it was last updated.

If we make a material change affecting registered users or members, we will take reasonable steps to bring it to their attention.

12. Governing law

These terms are governed by the laws of Western Australia and applicable Commonwealth laws.

You and AAPW submit to the jurisdiction of the courts of Western Australia and any courts entitled to hear appeals from those courts.

13. Contact us

If you have a question, concern or complaint about the website or these terms, please contact:

Australian Association of Peer Workers

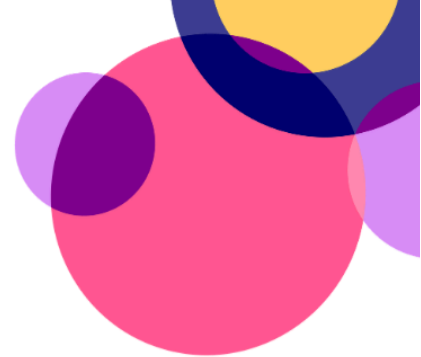
Email: admin@aapw.org.au

Website: aapw.org.au

Phone: 1300 00 11 42



Australian Association
of Peer Workers



Built by Peer Workers for Peer Workers

1300 00 11 42 • admin@aapw.org.au • aapw.org.au • ABN 51 670 716 024

 Australian Association of Peer Workers - AAPW  @AAPW  @aapw_peerworkers