



Responder Care –Terms & Conditions

Last updated: 2/2/2026

These Terms & Conditions (T&Cs) apply to all Responder Care services, including subscription-based services and one-off consulting sessions, unless otherwise agreed in writing. They are designed to be clear, fair, and easy to understand.

By signing up for or using our services, you agree to these T&Cs.

1. Services, Scope & Limitations

Service scope & plan

- Services are delivered in accordance with the client’s selected Responder Care subscription plan, as outlined in the applicable Service Schedule proposal, or onboarding documentation.
- Services are limited to those inclusions and time allocations unless otherwise agreed in writing.
- Any services outside scope may incur additional fees.

Nature of services

- Responder Care provides workplace wellbeing, psychosocial risk awareness, guidance and support services for businesses.

Not medical, legal or emergency services

- Services do not include medical treatment, diagnosis, legal advice, or emergency response services.
- Responder Care does not provide 24/7 or after-hours crisis services unless expressly agreed in writing.



Psychosocial compliance disclaimer

- Responder Care supports businesses to better understand and manage workplace wellbeing and psychosocial risks.
- We do not provide legal advice or guarantee compliance with workplace health and safety legislation.
- Responsibility for compliance with workplace health and safety obligations remains with the employer

Decision-making responsibility

- Any guidance, coaching or recommendations provided are intended to inform decision-making only. Final decisions and actions remain the responsibility of the client.

Crisis response limitations

- Where crisis response services are included, they are limited to the scope and duration outlined in the client's subscription and confirmed in writing at the time support is activated.
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2. Not Medical or Emergency Care

- Services are not medical, psychological, psychiatric, or emergency services.
 - Our services do not replace professional or emergency care.
 - Clients remain responsible for directing employees to appropriate emergency or clinical support when required.
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3. Subscription & Fees

- Subscriptions are billed in advance on a monthly or agreed cycle.
- Fees are exclusive of GST unless stated otherwise.
- Subscriptions renew automatically unless cancelled in line with these T&Cs.
- Invoices are payable within fourteen (14) days unless otherwise agreed. Services may be paused or rescheduled if payment is overdue.



- Scheduled sessions cancelled with less than 24 hours' notice, or unattended, may be forfeited and not rescheduled unless otherwise agreed. We will make reasonable efforts to accommodate rescheduling where notice is provided in advance.
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4. Cancellation

- Clients may cancel at any time with four (4) weeks' written notice.
 - Services and fees continue during the notice period.
 - No refunds apply for partial billing periods.
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5. Consultants

- Consultants are independent contractors and are not employees, agents, or representatives of the client. Nothing in this agreement creates an employment or partnership relationship.
 - A suitable consultant will be assigned based on availability.
 - Responder Care may substitute consultants if required.
 - Ongoing access to a specific individual consultant is not guaranteed.
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6. Client Responsibilities

- Provide accurate, current, and complete information required for service delivery.
 - Nominate a primary point of contact for coordination and approvals.
 - Ensure respectful, appropriate, and safe engagement with consultants.
 - Maintain a safe workplace environment during service delivery.
 - Services must not be misused or engaged with in a way that is unsafe, unlawful, or inappropriate for workplace wellbeing support.
 - Service delivery depends on timely cooperation and access to relevant information. Delays or limitations in cooperation may affect delivery timelines or outcomes.
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7. Confidentiality & Privacy

- Confidential information is handled respectfully and securely.
 - Individual staff wellbeing conversations are treated as confidential. Personal information or disclosures will not be shared with the employer without consent, except where there is a risk of serious harm or where disclosure is required by law.
 - Personal information is managed in accordance with our Privacy Policy and the Australian Privacy Principles.
 - Information is used only for service delivery, reporting, and service improvement.
 - De-identified data may be used for internal quality assurance and improvement.
 - Where we refer or provide information about third-party services, Responder Care does not endorse, control, or accept responsibility for those services.
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8. Liability

- Responder Care does not guarantee specific outcomes.
 - To the extent permitted by law, liability is limited to fees paid in the three (3) months prior to any claim.
 - We are not liable for indirect or consequential loss.
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9. Suspension or Termination

- Services may be suspended or terminated for non-payment, misuse, or serious breach.
 - No refunds apply where termination is due to client breach.
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10. Force Majeure

- Responder Care is not liable for delay or failure to deliver services where this is caused by events beyond our reasonable control, including illness, natural disasters, technology or internet outages, transport disruptions, government restrictions, or other unforeseen circumstances. Where this occurs, we will use reasonable efforts to reschedule or provide services at an alternative time.
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11. Intellectual Property

- All materials and content remain the property of Responder Care.
 - Clients may use materials internally only.
 - Clients retain ownership of materials and information they provide to Responder Care for the purpose of service delivery.
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12. Changes & Governing Law

- These T&Cs and any agreed subscription details form the entire agreement between the parties.
 - These T&Cs may be updated from time to time.
 - Material updates will be communicated to clients in advance. Continued use of services confirms acceptance of the updated Terms.
 - These T&Cs are governed by the laws of New South Wales, Australia.
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13. Acceptance

By signing an agreement, submitting an onboarding form, or ticking an acceptance box, you confirm that you have read, understood, and agree to these Terms & Conditions and the Responder Care Privacy Policy.

For any questions, please contact Responder Care.