



Veteran Mentors – Junior Leader Program Terms and Conditions

Last Updated: 3 Aug 2026

These Terms and Conditions, together with the enrolment application form and privacy policy, form a legally binding agreement between you, the Parent(s) or Legal Guardian(s) of the Participant ("you" or "your"), and Veteran Mentors Pty Ltd ("Veteran Mentors", "Company", "we", "us" or "our").

This Agreement governs the enrolment and participation of the Participant in the Veteran Mentors Junior Leader Program ("Program").

By submitting the completed enrolment form, you confirm that you have read, understood, and agree to be bound by this Agreement. If you do not agree to these Terms and Conditions, you must not proceed with enrolment.

1. Definitions

For the purposes of this Agreement:

- Participant means the child enrolled in the Program.
- Program means the Veteran Mentors Junior Leader Program.
- Commencement Date means the first day of the Program.
- Completion Date means the final day of the Program, when the Participant is returned to their Parent(s) or Legal Guardian(s), or otherwise collected.

1A. NDIS Participants

Where a Participant is funded in whole or in part under the National Disability Insurance Scheme (NDIS), and a separate NDIS Service Agreement has been entered into between Veteran Mentors and the Participant or their nominee, the NDIS Service Agreement will take precedence over these Terms and Conditions to the extent of any inconsistency.

These Terms and Conditions continue to apply to the extent they do not conflict with the NDIS Service Agreement or the applicable NDIS Terms of Business, Pricing Arrangements or other binding NDIS requirements.

2. Eligibility

The Program is designed for children aged 12 to 17 years.

All Participants must complete any required enrolment documentation, including a Medical Certificate where requested by Veteran Mentors.

The Program is not suitable for individuals with:

- active drug or alcohol addiction
- a history of violent behaviour outside the immediate family setting
- current or past incarceration in juvenile or adult correctional facilities

Failure to disclose any known medical, psychological, behavioural, or other relevant condition may constitute a material breach of this Agreement and may result in refusal of enrolment, immediate removal

from the Program, or cancellation without refund, subject to any rights that apply under law or, for NDIS Participants, under the applicable NDIS Service Agreement.

3. Parent / Guardian Responsibilities

You are responsible for ensuring that:

- all fees are paid by the required deadlines, where applicable
- the Participant arrives at the designated airport, transport point, or Program location on time on the Commencement Date
- all medication is properly packed, labelled, and provided with required documentation
- where requested by Veteran Mentors, medication is supplied in a Webster-pak or other approved format
- the Participant is collected on Completion Date, unless other arrangements have been agreed
- the Participant is appropriately prepared for the Program and understands the basic expectations of attendance
- the Participant does not bring valuables, including jewellery, cash, or other personal items of value

3.1 Participant Awareness and Preparation

You acknowledge that the effectiveness of the Program relies in part on the Participant attending with a basic understanding of why they are attending and what the Program involves.

By agreeing to these Terms and Conditions, you confirm that:

- you have informed the Participant that they are enrolled in the Program
- you have discussed the purpose and expectations of the Program with the Participant
- the Participant understands they will be attending the Program and participating in its activities

Veteran Mentors is not responsible for behavioural resistance, disengagement, or disruption arising from a Participant not being adequately informed or prepared for attendance before arrival.

You acknowledge that failure to properly prepare the Participant may negatively affect the Participant's experience and the broader group dynamic.

3.2 Authority to Enrol

You warrant that you have the legal authority, including where applicable under Court-ordered or agreed custody arrangements, to enrol the Participant in the Program.

You acknowledge and agree that Veteran Mentors relies on this warranty, and that Veteran Mentors reserves the right to withdraw the Participant from the Program under its standard refund terms if this warranty proves false or a genuine parental dispute arises before or during the Program that places the Program or the Participant at risk.

3.3 Court Orders

You must disclose to Veteran Mentors, at the time of enrolment or as soon as they arise, any court orders affecting the Participant's care, welfare, or travel.

3.4 Communication During the Program

The nominated primary contact is Veteran Mentors' single point of contact for all Program communication, including the scheduled phone call home. The nominated primary contact accepts responsibility for sharing Program updates with any other parent or legal guardian.

4. Participant Responsibilities

The Participant is expected to:

- comply with all lawful directions given by Veteran Mentors staff and authorised representatives
- behave in a manner that supports the safety and wellbeing of themselves and others

- respect staff, other participants, facilities, equipment, and Program rules
- remain within designated areas and under supervision as directed
- refrain from bringing prohibited items or engaging in prohibited conduct

Personal belongings remain the Participant's responsibility. Veteran Mentors will provide a safe and supportive environment but is not liable for loss of or damage to personal property unless caused by the gross negligence or wilful misconduct of Veteran Mentors.

5. Payment Policy

This clause does not apply to Participants funded under the NDIS where payment terms are governed by a separate NDIS Service Agreement.

For privately funded Participants:

- a non-refundable commitment fee of \$600 is payable at the time of booking
- 50% of the Program fee must be paid no later than 30 days before the Commencement Date, unless otherwise agreed in writing
- the remaining balance must be paid no later than 14 days before the Commencement Date, unless otherwise agreed in writing
- if payment remains overdue for more than 30 days, Veteran Mentors reserves the right to commence debt recovery action

Following payment of the commitment fee, an enrolment package will be issued containing key Program information.

6. Cancellation, Transfer and Refund Policy

This clause applies only to privately funded Participants. For NDIS Participants, cancellation, notice, and payment arrangements are governed by the applicable NDIS Service Agreement and relevant NDIS requirements.

6.1 Cancellations

If written notice of cancellation is received:

- more than 30 days before Commencement Date: full refund less the \$600 commitment fee
- 14 to 30 days before Commencement Date: 50% of Program fee refunded, less the \$600 commitment fee
- 7 to 13 days before Commencement Date: 25% of Program fee refunded, less the \$600 commitment fee
- less than 7 days before Commencement Date: no refund

6.2 Transfers

- transfer requests made 14 days or more before Commencement Date: one transfer to the next available Program at no additional charge
- transfer requests made less than 14 days before Commencement Date: \$600 transfer fee applies
- transfers are limited to one per booking unless otherwise agreed in writing

All cancellation and transfer requests must be made in writing to hello@veteranmentors.com.au with "Cancellation" or "Transfer" in the subject line.

6.3 Bundled Programs and Package Pricing

From time to time, Veteran Mentors may offer a discounted bundled package that includes multiple programs or services, such as the Junior Leader Program, Parent Workshop, and Reconnection Expedition.

Bundled pricing is conditional on participation in all included components.

If a Parent/Guardian withdraws from, cancels, or does not attend one or more components of a bundled package after payment has been made:

- each completed or retained component may be re-priced at its full standard retail price, and
- any refund will be limited to the difference between the amount paid and the full retail value of the completed or retained components

No package discount applies once a bundled package has been partially withdrawn from.

7. Withdrawal or Removal from the Program

Veteran Mentors may remove or withdraw a Participant from the Program where reasonably necessary, including for:

- non-compliance with Program rules
- disruptive behaviour
- safety risks
- threatening conduct
- serious behavioural issues
- non-disclosure of material health, behavioural, or risk information
- provision of a false warranty of authority to enrol (clause 3.2)
- a genuine parental dispute that places the Program or the Participant at risk (clause 3.2)

If a Participant is removed from the Program:

- no refund will be payable for privately funded Participants unless otherwise required by law
- the Parent/Guardian may be required to arrange and pay for collection, travel, medical treatment, or related costs
- Veteran Mentors may refer the Participant to an appropriate medical or emergency service if required

For NDIS Participants, any removal, cancellation, early exit, or related payment consequence is governed by the applicable NDIS Service Agreement and relevant NDIS rules.

7.1 Child Safety and Duty of Care

Veteran Mentors is committed to providing a safe, supportive, and child-safe environment for all Participants.

You acknowledge that, in fulfilling our duty of care, Veteran Mentors staff may take reasonable steps to maintain safety and good order. Verbal de-escalation and non-physical strategies will always be used first wherever possible.

Physical contact will only occur where reasonably necessary to prevent immediate harm to the Participant or another person, and will be limited to what is necessary, proportionate, safety-focused, and consistent with applicable law and policy.

8. Prohibited Items and Behaviours

The following are strictly prohibited:

- illegal drugs
- alcohol
- weapons
- sexual misconduct
- abusive, violent, or threatening behaviour
- conduct that places the Participant, staff, or others at risk

If prohibited items are found or prohibited conduct occurs, Veteran Mentors may take any action reasonably necessary, including immediate removal from the Program, contacting the Parent/Guardian, seeking medical support, and notifying police or other authorities where required.

If a Participant is medically unfit to continue, or has a contagious illness or condition that presents a health risk, Veteran Mentors may isolate the Participant, require collection, or arrange for medical review.

Any refund for outsourced activities not undertaken will be at Veteran Mentors' discretion unless otherwise required by law.

9. Program Evaluation and Data Use

Veteran Mentors may use de-identified participant and family information for internal review, quality improvement, research, and independent program evaluation.

Any third party engaged by Veteran Mentors for evaluation or research purposes must be bound by confidentiality obligations and must comply with applicable privacy and data protection laws.

Personal information that identifies an individual will not be disclosed externally without express consent, except where required or authorised by law.

Payment data is processed through secure third-party payment systems. Veteran Mentors does not store credit card details.

10. Indemnity

To the maximum extent permitted by law, you agree to indemnify and hold harmless Veteran Mentors, its directors, officers, employees, contractors, and affiliates from and against claims, liabilities, losses, damages, costs, and legal expenses arising from:

- a breach of this Agreement by you or the Participant
- unlawful or negligent conduct of the Participant
- damage caused by the Participant to property, facilities, equipment, or other persons
- third-party claims arising from the conduct of the Participant

This clause does not apply to the extent any loss is caused by the gross negligence, wilful misconduct, or unlawful act of Veteran Mentors.

11. Acknowledgement of Risks

You acknowledge that the Program involves physical, outdoor, emotional, and group-based challenges, including but not limited to:

- bush and outdoor activities
- physical training
- team challenges
- exposure to wildlife, weather, uneven ground, and remote or natural environments
- transport to and from, or during, Program activities
- shared accommodation and structured group living

You understand that participation in the Program carries inherent risks, including risk of injury, illness, emotional stress, property loss, and in rare cases serious harm.

By proceeding with enrolment, you acknowledge and accept those inherent risks.

12. Release of Liability

To the fullest extent permitted by law, you release and discharge Veteran Mentors Pty Ltd, its directors, officers, employees, contractors, and affiliates from liability for injury, loss, damage, or expense arising from the Participant's participation in the Program, including participation in physical, outdoor, transport, and group-based activities.

This release applies only to the extent permitted by law and does not exclude liability for:

- gross negligence
- wilful misconduct
- fraud
- any liability that cannot lawfully be excluded, restricted, or modified under Australian law

13. Disclaimer

The Program is not a substitute for medical, psychological, psychiatric, or other clinical treatment.

While Veteran Mentors takes reasonable steps to support participant wellbeing and safety, Veteran Mentors does not guarantee any specific behavioural, emotional, educational, or therapeutic outcome from participation in the Program.

14. Governing Law

This Agreement applies to all Programs delivered by Veteran Mentors Pty Ltd, whether conducted in Queensland, New South Wales, or elsewhere in Australia.

This Agreement is governed by the laws of Queensland, Australia, except to the extent that mandatory laws of the state or territory in which the Program is delivered apply.

The parties submit to the jurisdiction of the courts of Queensland, Australia.

15. Severability

If any provision of this Agreement is found to be invalid, void, illegal, or unenforceable, that provision will be read down to the extent necessary or severed, and the remainder of this Agreement will continue in full force and effect.

16. Entire Agreement

This Agreement, together with the enrolment application form and privacy policy, constitutes the entire agreement between the parties in relation to the Participant's enrolment and participation in the Program.

For NDIS Participants, this Agreement operates alongside the applicable NDIS Service Agreement. To the extent of any inconsistency, the NDIS Service Agreement prevails.

17. Force Majeure

Veteran Mentors is not liable for any delay, cancellation, interruption, or failure to perform its obligations where that delay, cancellation, interruption, or failure arises from events beyond its reasonable control, including but not limited to natural disasters, extreme weather, epidemic or pandemic events, government action, transport disruption, venue unavailability, war, civil unrest, or other unforeseen events.

Where reasonably practicable, Veteran Mentors will notify affected families and work in good faith to provide a suitable alternative arrangement.

18. Feedback

We welcome feedback to help improve our programs and services.

By providing feedback, suggestions, testimonials, or comments to Veteran Mentors, you grant Veteran Mentors the right to use that feedback for operational, service improvement, and promotional purposes, provided that any personal information is handled in accordance with our privacy obligations.