



## Website Terms of Use

**Last updated: August 2026**

Welcome to the Footprints Community website.

This website is operated by **Footprints Community Limited (ABN 15 100 277 492)** ("Footprints", "we", "our" or "us").

By accessing or using this website, you acknowledge that you have read and agree to these Terms of Use.

### About this Website

This website provides information about Footprints Community, our services, programs, events, resources, advocacy activities, and ways to engage with and support our work.

We aim to ensure the information on this website is accurate and up to date; however, content may change without notice.

### Website information and service availability

Information on this website is provided for general information purposes only.

While we take reasonable care to ensure information is accurate and current, we do not guarantee that all content will always be complete, current or error-free.

Information published on this website does not constitute medical, clinical, psychological, legal, financial or other professional advice and should not be relied upon as such.

Service availability, eligibility requirements, referral pathways, funding arrangements and program details may change from time to time. Information on this website does not guarantee eligibility for, acceptance into, or access to any service or program.

### Emergency assistance

This website, our contact forms and general enquiry channels are not emergency or crisis services and may not be monitored continuously.

If you or another person is in immediate danger or requires urgent assistance, call **000** or contact an appropriate emergency or crisis support service.

## Acceptable use

You may use this website for lawful and legitimate purposes only.

You must not:

- use the website unlawfully, fraudulently or maliciously
- interfere with the operation or security of the website
- attempt to gain unauthorised access to systems or information
- introduce viruses or malicious software
- impersonate another person or organisation
- misuse information published on the website
- use automated tools to extract website content without permission.

We may restrict access to the website where reasonably necessary to protect our systems, information, services or users.

## Intellectual property

Unless otherwise stated, all content on this website is owned by or licensed to Footprints Community and is protected by copyright and other intellectual property laws.

You may view, download and print material from this website for personal, educational or non-commercial purposes, provided the material is not altered and appropriate attribution is maintained.

You must not reproduce, distribute, publish, modify or commercially exploit website content without our prior written permission, unless permitted by law.

Particular care must be taken with lived-experience stories, photographs, artwork and other personal content published on this website. Such material must not be copied, reproduced or republished without appropriate permission.

## External links

This website may contain links to third-party websites for your convenience.

Unless expressly stated otherwise, Footprints does not endorse and is not responsible for the content, availability, security or privacy practices of external websites.

## Information you provide

If you provide information through this website, including enquiries, referrals, registrations, applications or feedback, you must ensure the information is accurate and relevant.

Submitting information through the website does not guarantee acceptance into a service, program or activity.

Our handling of personal information is governed by our **Privacy Policy**.

## Donations

Donations made through this website may be processed by third-party payment providers and may be subject to additional terms.

If you experience a payment issue or have questions regarding a donation, please contact us.

## Website availability and liability

We take reasonable steps to maintain the availability and security of this website, but we cannot guarantee uninterrupted access or that the website will always be free from technical issues, cyber threats or other harmful components.

To the extent permitted by law, Footprints is not liable for any loss or damage arising from:

- reliance on information published on this website
- the availability or content of external websites
- temporary interruptions to website access
- circumstances beyond our reasonable control

Nothing in these Terms of Use excludes any rights or remedies that cannot be excluded under Australian law.

## Privacy, accessibility and feedback

Footprints is committed to protecting privacy and providing an accessible website.

If you experience difficulty accessing website content, identify inaccurate information, or wish to provide feedback, make a complaint, or raise a concern, please contact us or use our **Feedback and Complaints Process**

## Changes to these terms

We may update these Terms of Use from time to time. The current version will be published on this website and will include the date of the latest update.

## Governing Law

These Terms of Use are governed by the laws of Queensland, Australia.

## Contact us

If you have any questions about these Terms of Use, please contact:

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ABN 15 100 277 492

213–217 St Paul's Terrace  
Fortitude Valley QLD 4006

**Phone:** (07) 3252 3488

**Email:** [admin@footprintscommunity.org.au](mailto:admin@footprintscommunity.org.au)

**Website:** [footprintscommunity.org.au](http://footprintscommunity.org.au)