

# COMMUNITY PARTICIPATION & DEBT RELIEF ASSISTANCE PROGRAM

## Document for Website PDF

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AUSTRALIS AQUARII  
COMMUNITY PARTICIPATION & DEBT RELIEF ASSISTANCE PROGRAM

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Official Program Guidelines  
Version 1.0 | Effective Date: 05/03/2026  
ABN: 26101803431

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## 1. PROGRAM OVERVIEW

### 1.1 What This Program Is

The Community Participation & Debt Relief Assistance Program is an initiative of Australis Aquarii, a registered Australian charity (ABN 26101803431).

This program combines:

- **Educational content** about financial psychology and decision-making under pressure
- **Community participation tracking** for individuals engaged with our mission
- **Debt relief assistance** for community participants experiencing genuine financial hardship

## 1.2 Our Mission

We believe that:

- Most people are good; pressure changes behavior
- Understanding the psychology of financial stress reduces shame and enables better outcomes
- Mutual aid (people helping each other) is more dignified than traditional top-down charity
- Everyone should be able to contribute to helping others, regardless of their financial situation

## 1.3 How the Program is Funded

Once our YouTube channel (The Pressure Project) reaches monetization requirements (1,000 subscribers + 4,000 watch hours), advertising revenue will fund:

1. **Job creation programs** in poverty-stricken areas
2. **Ethical product manufacturing** (workers make products for sale)
3. **Debt relief assistance fund** for community participants in hardship

**Current Status:** Pre-monetization. No revenue is being generated yet. We are building infrastructure and community in preparation for program launch.

## 1.4 What Makes This Different

**This is NOT:**

- Traditional charity (one-way giving from wealthy to poor)
- A loan program (we do not lend money)
- A credit counseling service
- A guarantee of financial assistance
- A transaction (participation does not "buy" you debt relief)

**This IS:**

- Mutual aid (community members supporting each other)
- Needs-based assistance with community participation considered
- Completely voluntary participation
- Transparent in operations and decision-making
- Open to anyone experiencing financial hardship

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## 2. ELIGIBILITY

## 2.1 Who Can Participate

**Anyone can become a Community Participant (Aquarien) if they:**

- Are 18 years of age or older
- Agree to support Australis Aquarii's charitable purposes
- Complete the registration process
- Agree to these program terms

**There is NO:**

- Membership fee
- Joining cost
- Geographic restriction (though debt relief currently available to Australian residents only)
- Income requirement
- Credit check
- Background check
- Minimum participation requirement to register

## 2.2 Community Participants vs. Formal Members

**Important Distinction:**

**Community Participants** (this program):

- Free registration
- Open to anyone 18+
- Can track participation and apply for assistance
- No voting rights in organizational governance
- No access to formal member-only activities

**Formal Members** (separate status):

- Subject to organizational membership requirements
- Voting rights at Annual General Meetings
- Governance participation
- Access to Australis Aquarii philosophy courses

Most people in this program will be Community Participants, not Formal Members. **You do not need to become a Formal Member to participate in this program or apply for debt relief assistance.**

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## 3. HOW TO PARTICIPATE

## 3.1 Registration Process

### Step 1: Create Your Account

- Visit [australisaquarii.org](http://australisaquarii.org)
- Click "Create Account"
- Provide: Name, email, date of birth, country, postcode (if Australian)
- Confirm you are 18+ years old
- Agree to Terms of Participation
- Agree to Privacy Policy

### Step 2: Access Your Dashboard

- Log in with your credentials
- View your participation dashboard
- See list of available videos
- Track your participation credits

### Step 3: Start Participating

- Watch videos on The Pressure Project YouTube channel
- Log in to your dashboard and verify you watched
- Build your participation record over time
- Support CC+ affiliated organisations

## 3.2 Current Participation Method (Honor System)

### Phase 1 (Current): Manual Verification

We are currently operating on an **honor system**:

1. Watch a video on YouTube
2. Log in to your dashboard on [australisaquarii.org](http://australisaquarii.org)
3. Redeem, limited time, code in the video description
4. Your participation credits are added automatically

### Why honor system?

- We're starting with trust as the foundation of community
- Automated tracking requires technical infrastructure we're building toward
- We believe people committed to mutual aid will be honest
- Dishonesty becomes apparent during application review

**Will this change?** Yes. Once we generate revenue from monetization, we will implement automated tracking systems where videos are embedded on our site and viewing is tracked automatically. We will notify all participants before this transition.

### 3.3 Future Participation Method (Automated)

#### Phase 2 (After Monetization): Automated Tracking

1. Watch videos embedded on australisaquarii.org while logged in
2. Viewing is tracked automatically via secure technology
3. Credits added to your account in real-time
4. No manual verification needed

We are committed to transparency about this transition and will provide advance notice to all participants.

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## 4. PARTICIPATION CREDIT SYSTEM

### 4.1 How Credits Are Earned

#### Current Credit Structure:

Activity	Credits Earned
Watch a full video (verified on dashboard)	10 credits
Verified friend signup from your referral	50 credits
Purchase of ethical products	1 credit per \$1 spent*

\*Once product marketplace launches

### 4.2 What Credits Represent

#### Participation credits are:

- A record of your engagement with our community mission
- One factor considered when assessing debt relief applications
- A demonstration of your commitment to mutual aid principles
- Tracked indefinitely (they do not expire)

#### Participation credits are NOT:

- Currency or money
- A guarantee of assistance
- Tradeable or transferable
- Redeemable for cash

### 4.3 Credit Tracking & Transparency

- All participants can view their total credits in their dashboard
- Credit history shows dates and activities
- Credits are calculated automatically based on verified activities
- If you believe there is an error in your credit calculation, contact support@australisaquarii.org

### 4.4 Important Limitations

#### Credits cannot be:

- Purchased
- Sold
- Transferred to another person
- Used for anything other than demonstrating community participation
- Guaranteed to result in assistance

**There is no minimum or maximum credit threshold for applications.** Credits are one factor among many in needs-based assessment.

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## 5. DEBT RELIEF ASSISTANCE APPLICATIONS

### 5.1 When Applications Open

Debt relief assistance applications will open **twice per year**:

- **Application Period 1:** JUNE 1-15
- **Application Period 2:** DECEMBER 1-15

**Important:** Applications are only accepted during these specific windows. Applications submitted outside these periods will not be considered.

#### **First application period will open once:**

1. We reach YouTube monetization (1,000 subscribers + 4,000 watch hours)
2. We generate sufficient revenue to fund assistance
3. We establish proper assessment processes and committee

We will announce the first application period with at least **30 days advance notice** via:

- Email to all registered participants
- Announcement on australisaquarii.org

- YouTube community post
- r/australisquarii subreddit

## 5.2 Who Can Apply

### Eligibility Requirements:

- ✓ Currently registered Community Participant
- ✓ 18 years or older
- ✓ Experiencing genuine financial hardship (see criteria below)
- ✓ Australian resident\*\*\* (for initial program phase)
- ✓ Able to provide documentation of debt and financial situation

\*\*\*We hope to expand internationally once the program is established and we understand regulatory requirements in other jurisdictions.

### You do NOT need to:

- Have a minimum participation credit balance
- Have been registered for a minimum time period
- Have purchased products or donated money
- Be a Formal Member of Australis Aquarii

## 5.3 Types of Debt We May Assist With

### Commonly Accepted:

- Credit card debt
- Medical debt
- Student loan debt (HECS/HELP)
- Personal loans
- Utility bills in arrears
- Rent arrears
- Car loans (if vehicle is essential for employment)

### Case-by-Case Consideration:

- Mortgage assistance (emergency situations)
- Payday loan debt
- Tax debt (ATO)
- Other debt types reviewed individually

### Generally NOT Funded:

- Fines and penalties (traffic, court, etc.)

- Gambling debt
- Luxury purchases
- Business debt
- Debt incurred through illegal activity

**Final decisions on debt types are at the discretion of the Assessment Committee based on circumstances and available resources.**

## **5.4 Application Process**

### **Step 1: Complete Online Application**

During open application period, log in to your account and access the Debt Relief Application form.

#### **Required Information:**

- Personal details (name, contact, residency)
- Financial situation overview (income, expenses, dependents)
- Debt details (type, amount, creditor, interest rate)
- Employment status
- Description of hardship circumstances
- How debt relief would help your situation

### **Step 2: Provide Supporting Documentation**

#### **Required Documents:**

- Government-issued ID (driver's license, passport)
- Proof of residency (utility bill, lease agreement)
- Debt statements (showing current balance, creditor, account number)
- Income verification (payslips, Centrelink statement, tax return)
- Bank statements (last 3 months)

#### **Optional Documents:**

- Medical documentation (if relevant to hardship)
- Letters from social workers, counselors, or support services
- Evidence of extenuating circumstances
- Financial hardship assessment from creditor

**All documents are submitted securely through our encrypted portal.**

### **Step 3: Application Review**

- Applications are reviewed by the Assessment Committee

- Committee members are independent and trained in needs assessment
- All applications are reviewed blind (committee doesn't see who you are, only financial data)
- Process takes 4-6 weeks from application deadline

#### **Step 4: Notification of Decision**

All applicants will be notified of the decision via email within 6 weeks of application deadline.

#### **Possible Outcomes:**

- **Approved:** You will receive notification of approved amount and payment process
- **Declined:** You will receive notification with option to reapply in next period
- **Pending:** Additional information needed; you will be contacted

**Important:** Declining to provide a reason for rejection protects applicant privacy and committee independence.

### **5.5 Assistance Amounts**

#### **Realistic Expectations:**

Assistance amounts depend entirely on:

- Available revenue in the debt relief fund
- Number of applicants
- Severity of individual circumstances

#### **Initial Program Phase (First 6-12 months):**

- Likely range: \$50 - \$500 per approved applicant
- May help with one payment or partial debt reduction
- Not likely to eliminate entire debt balances

#### **As Program Grows:**

- Assistance amounts may increase as revenue grows
- Goal is to scale with community size

#### **We commit to:**

- Publishing total fund available before each application period
- Transparent reporting on number of applicants vs. approved
- Honest communication about what level of help is realistic

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## 6. ASSESSMENT CRITERIA

### 6.1 How Applications Are Assessed

Applications are evaluated using a **holistic, needs-based assessment** considering multiple factors.

#### Assessment Weighting:

##### Primary Factor (70% weight): Financial Hardship

- Income level relative to poverty line
- Debt-to-income ratio
- Essential expenses vs. available income
- Number of dependents
- Medical circumstances
- Employment stability
- Housing security
- Food security
- Other financial obligations

##### Secondary Factor (30% weight): Community Participation

- Participation credit balance
- Length of community involvement
- Consistency of engagement
- Contributions to community discussions
- Referrals who joined and participated

#### Important Clarifications:

- ✓ Someone with extreme financial need and zero participation credits may still be approved
- ✓ Someone with high participation credits but minimal financial need would likely be declined
- ✓ Participation demonstrates commitment to mutual aid principles, not payment for services
- ✓ Final decisions consider full context, not just numerical scores

### 6.2 Assessment Committee

### **Committee Composition:**

- Minimum 3 members
- Independent from applicants (no conflicts of interest)
- Diverse representation where possible
- Training in needs assessment and financial hardship evaluation

### **Committee Process:**

- Applications reviewed blind (identifying information removed)
- Each application reviewed by at least 2 committee members independently
- Disagreements resolved through discussion or third member review
- Decisions documented with reasoning (kept confidential)

### **Committee Accountability:**

- Aggregate statistics published (X applications, Y approved, total \$ distributed)
- Committee members sign conflict of interest declarations
- Process audited annually for fairness

## **6.3 Prioritization Framework**

When resources are limited and we cannot fund all deserving applications, priority may be given to:

### **High Priority Circumstances:**

- Risk of homelessness/eviction
- Medical debt affecting health access
- Debt preventing employment (e.g., car repair for work)
- Essential utilities disconnection
- Debt affecting children's welfare

### **Standard Priority:**

- Credit card debt causing significant stress
- Student loan debt burden
- General cost-of-living debt
- Non-emergency medical debt

**This framework is a guide, not an absolute rule.** Committee has discretion to consider unique circumstances.

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## **7. IMPORTANT DISCLAIMERS**

## **7.1 No Guarantees**

**Participation in this program does NOT guarantee:**

- That you will receive debt relief assistance if you apply
- Any specific amount of assistance
- That assistance will be available in any given application period
- That the program will continue indefinitely

**We can only help as many people as our resources allow.**

## **7.2 Tax Implications**

**IMPORTANT: Debt relief assistance may be considered taxable income in Australia.**

If you receive debt relief assistance from Australis Aquarii:

- You may need to declare it as income on your tax return
- It could affect your Centrelink eligibility or payment amounts
- Different debt types may have different tax treatments

**We will provide:**

- Written documentation of any assistance you receive
- Information about the potential tax implications
- Recommendation to consult with an accountant or financial counselor

**We cannot provide:**

- Tax advice specific to your situation
- Guarantees about tax treatment
- Assistance with tax obligations

**You are solely responsible for understanding and meeting your tax obligations related to any assistance you receive.**

## **7.3 Not Financial Advice**

**This program does NOT provide:**

- Financial planning services
- Credit counseling
- Debt consolidation advice
- Investment advice
- Legal advice

- Tax advice

**Educational content on our YouTube channel and website is for informational purposes only and should not be considered professional financial advice.**

**We strongly encourage you to:**

- Seek professional financial counseling (many free services available)
- Contact National Debt Helpline: 1800 007 007
- Speak with financial counselors at community legal centers
- Consult qualified financial advisors for your specific situation

## **7.4 Relationship with Creditors**

**Australis Aquarii:**

- Makes payments directly to creditors on your behalf (not to you personally)
- Requires creditor account information to process assistance
- Does not negotiate with creditors on your behalf
- Does not guarantee creditors will accept partial payments
- Is not responsible for creditor actions or decisions

**You remain responsible for:**

- Communication with your creditors
- Ongoing debt obligations beyond our assistance
- Negotiating payment plans if needed
- Understanding terms of your debt agreements

## **7.5 Program Changes & Termination**

**We reserve the right to:**

- Modify program terms with 30 days notice to participants
- Adjust credit earning structure
- Change application periods or processes
- Suspend or terminate the program if:
  - Revenue becomes insufficient
  - Legal/regulatory requirements change
  - Program is determined to be unsustainable

**If the program is terminated:**

- We will provide at least 60 days notice
- Current application period will be completed
- Participation credits will not convert to cash value

- All participant data will be handled according to Privacy Policy

## **7.6 Fraud & Misrepresentation**

### **Providing false information in your application may result in:**

- Immediate disqualification
- Permanent ban from program
- Requirement to repay any assistance received
- Potential legal action if fraud is suspected

### **We take integrity seriously but approach with compassion:**

- Honest mistakes will be addressed with opportunity to correct
- Intentional deception is treated differently than misunderstanding
- If unsure about something in your application, ask rather than guess

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# **8. PRIVACY & DATA PROTECTION**

## **8.1 Information We Collect**

### **Account Registration:**

- Name, email, date of birth
- Country, postcode (if Australian)
- Password (encrypted, we cannot see it)

### **Participation Tracking:**

- Videos watched (dates, titles)
- Credits earned (activities, dates)
- Comments/engagement (if publicly posted)

### **Debt Relief Applications:**

- All information and documents submitted in application
- Assessment notes (kept confidential)
- Decision outcomes
- Payment information (if approved)

## **8.2 How We Use Your Information**

### **Your information is used ONLY for:**

- Account management and authentication
- Participation credit tracking
- Debt relief application assessment
- Communication about program updates
- Aggregate statistical analysis (anonymized)
- Legal compliance requirements

**We will NEVER:**

- Sell your personal information
- Share your information with third parties for marketing
- Publicly disclose who has applied for or received assistance
- Use your information for purposes outside this program

### **8.3 Data Security**

**Security Measures:**

- Encrypted data transmission (SSL/TLS)
- Secure password hashing
- Regular security audits
- Access controls (limited personnel)
- Secure document upload portal
- Regular backups with encryption

**Your Responsibilities:**

- Choose strong, unique password
- Do not share your login credentials
- Log out of shared computers
- Report suspected unauthorized access immediately

### **8.4 Data Retention**

**We retain your data:**

- Account information: As long as your account is active + 7 years after closure
- Participation records: Indefinitely (for program integrity)
- Application materials: 7 years (for audit and compliance)
- Payment records: 7 years (required by law)

**You may request:**

- Copy of your personal data (within 30 days)
- Correction of inaccurate data
- Deletion of account (subject to legal retention requirements)

## 8.5 Third-Party Services

**We use secure third-party services for:**

- Website hosting and database management
- Payment processing (for product sales and debt relief payments)
- Email communications
- Analytics (anonymized)

**All third-party services are vetted for:**

- Privacy compliance
- Security standards
- Data protection policies
- Australian privacy law compliance

**Full Privacy Policy available at:** [australisquarii.org/privacy](http://australisquarii.org/privacy)

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## 9. PROGRAM LIMITATIONS

### 9.1 What This Program Can Do

- ✓ Provide modest debt relief to some people experiencing hardship
- ✓ Create community where people support each other
- ✓ Reduce financial pressure for participants we can help
- ✓ Offer educational content about financial psychology
- ✓ Build sustainable funding model for ongoing assistance
- ✓ Create jobs in poverty-stricken areas through product sales

### 9.2 What This Program CANNOT Do

- ✗ Solve systemic poverty or wealth inequality
- ✗ Help everyone who applies
- ✗ Eliminate entire debt balances (usually)
- ✗ Replace government services or social safety nets
- ✗ Provide ongoing financial support
- ✗ Guarantee assistance to any individual
- ✗ Create immediate, large-scale impact (we're starting small)

### 9.3 Scale & Sustainability

**Current Reality:**

- We have 10 YouTube subscribers (need 1,000 for monetization)
- Zero revenue generated yet
- Small volunteer team
- Limited capacity

### **Growth Trajectory:**

- As YouTube channel grows → more revenue generated
- More revenue → more people we can help + larger assistance amounts
- More participants → stronger community + more shared resources

### **Our Commitment:**

- Transparent reporting on program size and impact
- Honest communication about what we can and cannot do
- Sustainable growth rather than over promising

## **9.4 Systemic Change Context**

### **We acknowledge:**

This program addresses symptoms of poverty, not root causes.

### **Real solutions to poverty require:**

- Living wages and worker protections
- Affordable housing policy
- Universal healthcare
- Quality education access
- Strong social safety nets
- Progressive taxation
- Corporate accountability
- Racial and economic justice

### **This program is:**

- A bridge, not a destination
- Harm reduction, not systemic solution
- Mutual aid while fighting for structural change
- One piece of a much larger puzzle

### **We encourage participants to:**

- Engage in advocacy for systemic change
- Vote for policies that reduce poverty
- Support worker organizing and unions

- Participate in community organizing
- Demand accountability from wealthy and powerful

**Helping individuals AND fighting systems are both necessary.**

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## **10. FREQUENTLY ASKED QUESTIONS**

### **10.1 General Questions**

**Q: Is this a scam?**

A: No. We are a registered Australian charity (ABN 26101803431, publicly searchable on ACNC registry). We don't ask for money. We don't sell anything (yet - eventually will sell ethically-made products). We operate transparently and publish financials.

**Q: Why should I trust this?**

A: Verify everything:

- Check ACNC charity register for our ABN
- Read our full financials when we publish them (post-monetization)
- Review our transparent decision-making processes
- Start small - just watch videos and see if it resonates
- You're not risking anything except time spent watching educational content

**Q: What's the catch?**

A: There isn't one. This is genuinely about building mutual aid. The "cost" to you is:

- Time watching videos (which hopefully you find valuable anyway)
- Honesty in participation tracking
- Willingness to engage with community principles

**Q: How is this different from other charities?**

A:

- Traditional charities: wealthy donors → poor recipients (one direction)
- Our model: everyone contributes what they can (attention), everyone can receive when they need it (circular)
- You're not a "charity case" - you're part of a community
- Funded by collective action (views) not individual donations

## **10.2 Participation Questions**

### **Q: Do I have to watch every video?**

A: No. Watch what interests you. There's no minimum participation requirement. More participation = stronger demonstration of community commitment, but you can apply with any level of participation.

### **Q: Can I go back and watch old videos for credits?**

A: Yes! All videos in our library count, whether they're new or from months ago. Binge-watch if you want.

### **Q: What if I forget to verify a video I watched?**

A: Unfortunately, under the current honor system, we can only credit videos that are verified. Once we implement automated tracking, this won't be an issue.

### **Q: Can someone else see my participation credits?**

A: No. Your credit balance is private and visible only to you and (if you apply) the Assessment Committee reviewing your application.

### **Q: What happens to my credits if the program ends?**

A: Credits don't convert to cash value if the program terminates. They're a record of community participation, not currency.

## **10.3 Application Questions**

### **Q: Can I apply more than once?**

A: Yes. You can apply every application period (twice per year). However, receiving assistance once may affect priority in future rounds to ensure resources are distributed fairly.

### **Q: What if I'm rejected? Can I reapply?**

A: Yes, you can reapply in the next application period. We won't provide specific reasons for rejection, but you're welcome to improve your situation and participation level before reapplying.

### **Q: How many people will actually get help?**

A: Honest answer: It depends on revenue and number of applicants. Initially, probably 5-20 people per application period with \$50-\$500 each. As we grow, hopefully dozens to hundreds with larger amounts. We'll publish these numbers transparently.

**Q: Can I apply for help with multiple debts?**

A: Yes, you can request assistance for multiple debts in a single application. Committee will consider your total situation.

**Q: What if my situation is urgent and I can't wait for the application period?**

A: We understand emergencies happen. Unfortunately, we can only process applications during designated periods to ensure fair evaluation. We recommend:

- Contact National Debt Helpline: 1800 007 007
- Speak with your creditors about hardship arrangements
- Seek emergency relief from local services
- Contact financial counselors at community legal centers

**Q: If I receive help, do I have to pay it back?**

A: No. This is not a loan. Assistance is a one-time payment toward your debt with no expectation of repayment to us.

## **10.4 Financial Questions**

**Q: How much money does the program have right now?**

A: Currently: \$0. We are not yet monetized. Once we begin generating revenue, we will publish exact amounts available before each application period.

**Q: Where does the money come from?**

A: YouTube advertising revenue (once we hit 1,000 subscribers + 4,000 watch hours). Eventually also from sales of products made by people we employ in poverty-stricken areas.

**Q: How much of the revenue goes to debt relief vs. other things?**

A: We're still finalizing the exact allocation, but approximate budget:

- 30-40%: Job creation / employment programs
- 20-30%: Debt relief assistance fund
- 20-30%: Product manufacturing and sales operations
- 10-20%: Operational costs (website, admin, compliance)

Exact percentages will be published transparently once we're operational.

**Q: Can I donate money to increase the debt relief fund?**

A: Currently, no. We're exploring whether to accept donations in the future, but for now the model is funded entirely through YouTube revenue and product sales. This is intentional - we want to prove the model works without traditional fundraising.

## **10.5 Privacy & Safety Questions**

**Q: Who sees my application?**

A: Only the Assessment Committee members see full applications. Applications are reviewed blind (identifying information removed during assessment). Your information is never shared publicly.

**Q: What if I know someone on the Assessment Committee?**

A: Notify us immediately. Committee members with conflicts of interest recuse themselves from reviewing specific applications. We take independence seriously.

**Q: Can my creditors see that I applied for or received assistance?**

A: No. We do not share information about applicants with anyone except:

- Payment processors (to execute approved payments)
- Legal authorities if required by law
- Auditors (with identifying information redacted)

**Q: What if someone harasses me because they know I applied or received help?**

A: Report it immediately to [support@australisquarii.org](mailto:support@australisquarii.org). We take harassment seriously. Your participation is confidential, and anyone sharing your private information without consent may be banned from the program.

## **10.6 Technical Questions**

**Q: I'm having trouble logging in / verifying videos / accessing my account. What do I do?**

A: Contact [support@australisquarii.org](mailto:support@australisquarii.org) with:

- Your registered email
- Description of the problem
- Screenshots if helpful
- We'll respond within 48 hours (usually much faster)

**Q: Is my data secure?**

A: Yes. We use industry-standard encryption, secure hosting, and follow best practices for data protection. See Section 8 for full details.

**Q: Can I delete my account?**

A: Yes. Email [support@australisquarii.org](mailto:support@australisquarii.org) requesting account deletion. We'll delete all data except what we're legally required to retain (usually financial records for 7 years if you received assistance).

**Q: Do I need to use my real name?**

A: For registration: You can use a preferred name. For debt relief applications: You must provide legal name for payment processing and verification purposes.

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## 11. CONTACT INFORMATION

### 11.1 How to Reach Us

**General Inquiries:** Email: [contact@australisquarii.org](mailto:contact@australisquarii.org)  
Response time: Within 48 hours

**Technical Support:** Email: [support@australisquarii.org](mailto:support@australisquarii.org)  
Response time: Within 48 hours

**Application Questions:** Email: [applications@australisquarii.org](mailto:applications@australisquarii.org)  
Response time: Within 1 week (during application periods: within 48 hours)

**Privacy Concerns:** Email: [privacy@australisquarii.org](mailto:privacy@australisquarii.org)  
Response time: Within 48 hours

**Website:** [australisquarii.org](http://australisquarii.org)

**Community Discussion:** Reddit: [r/australisquarii](https://www.reddit.com/r/australisquarii)  
YouTube: The Pressure Project

### 11.2 Feedback & Suggestions

We're building this program with community input. If you have:

- Suggestions for improvement
- Concerns about fairness or process

- Ideas for how to make this work better
- Constructive criticism

**Please email:** [feedback@australisquarii.org](mailto:feedback@australisquarii.org)

We read every message and incorporate feedback into program development.

### **11.3 Complaints**

If you believe:

- You were treated unfairly in the application process
- The program is not operating according to these guidelines
- There are ethical concerns with program operations
- You experienced discrimination or bias

**Please email:** [complaints@australisquarii.org](mailto:complaints@australisquarii.org)

All complaints are:

- Taken seriously and investigated
- Responded to within 1 week
- Documented and reviewed by organizational leadership
- Addressed with corrective action if warranted

**If your concern is not resolved internally, you may contact:**

- Australian Charities and Not-for-profits Commission (ACNC)
- Website: [acnc.gov.au](http://acnc.gov.au)
- Phone: 13 22 26

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## **12. PROGRAM UPDATES & AMENDMENTS**

### **12.1 How We Communicate Changes**

**Any changes to this program will be communicated via:**

- Email to all registered participants (minimum 30 days notice)
- Announcement on [australisquarii.org](http://australisquarii.org) homepage
- Updated version of this document posted on website
- YouTube community post
- [r/australisquarii](https://www.reddit.com/r/australisquarii) pinned post

**Major changes require:** 30 days notice

**Minor changes require:** 14 days notice

**Emergency changes:** As soon as possible with explanation

## **12.2 Version History**

**Current Version:** 1.0

**Effective Date:** [Date]

**Last Updated:** [Date]

### **Version History:**

- Version 1.0 (Initial release): [Date]

All previous versions are archived and available upon request.

## **12.3 Your Agreement**

By creating an account and participating in this program, you acknowledge that you have:

- Read and understood this document
- Agree to the terms and conditions outlined
- Understand the limitations and disclaimers
- Voluntarily choose to participate

**This is a living document.** We expect to learn and improve as the program develops. Your feedback shapes future versions.